

Improve Job Search Performance with a Professional Resume

Presented by Kristie Pshyk, Career Coach

Career Transition Webinar



House Keeping

- Cameras / Mute
- Recording
- Questions in the chat or raise your virtual hand
- Will leave time at the end for questions
- Safe space
- Hand outs & Power Point
- Chat Bombs / Show of Hands

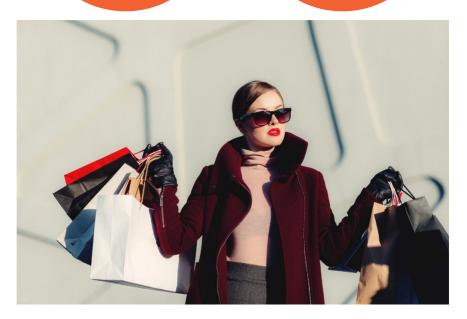


Little bit about me...



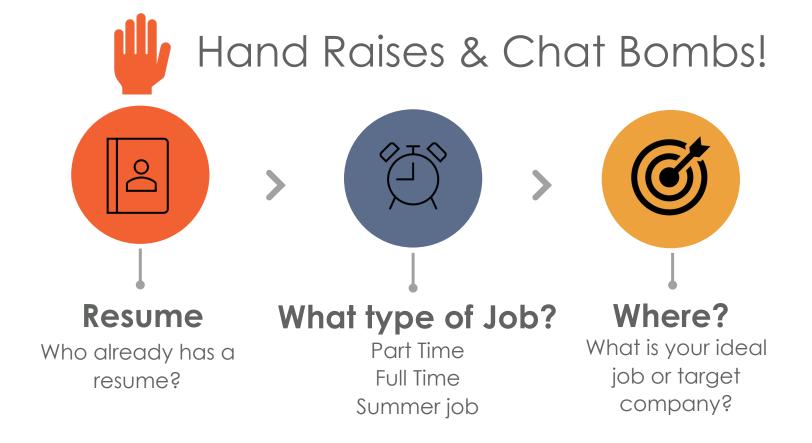
Mystery Shopper







3





Learning Objectives

After taking this webinar, you'll be able to:

- Create a **professional resume** with the experience you already have
- Write a powerful summary & accomplishment statements
- Apply formatting tips when making your resume
- Write a professional intro email
- Select and manage your **references** effectively





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Resume Writing



James Bond

Intelligence Specialist / Security & Surveillance

EXPERIENCE

| British Secret Service, London — Intelligence Operative | Licence |
|---|--|
| Jan 2001 - Present | Multi ling |
| Protecting the UK and her allies from nefarious masterminds from around the world. | Russian, F Spanish). |
| Liaising with intelligence services around the world including the CIA. | Helicopter |
| Instrumental in foiling international terror attacks including the looting of Fort Knox and the destruction of the world by various means. | |
| Royal Navy, Portsmouth, UK — Commander Jan 1990 - Dec 2000 Special intelligence department of Royal Navy, tasked with identifying threats to national security. In charge of elite unit of highly trained operatives seeing action in various theatres from Russia and Soviet Union, Africa and Middle East. | AWARDS Royal Nar - gold Black' Doy (Y |

SKILL

EDUCATION

University of Geneva, Geneva-Masters Sept 1985 - Jul 1990 French and German Windsor, UK- 0 Level

What is the purpose of a resume?





... So you can ultimately...land the job!











Getting Started



Where Do I find Job Postings?

- Indeed.com
- Linkedin
- Job Boards at School
- University of Alberta Career Centre
- Student Employment Centre
- Youthjobscanada.ca
- Job Bank for Youth
- https://www.jobbank.gc.ca/youth
- Face to Face target your favourite places
- Your Network
- Social media







What are you looking for?

- Flexibility
- What are my interests?
- What are my long- term goals?
- Close to home/school/gym
- Fun place to work
- •I just want/need to make money!





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EDUCATION

University of Geneva, Geneva— Masters Sept 1985 - Jul 1990 French and German Windsor, UK- 0 Level

The Reverse Chronological Resume

(Where your most recent job is listed first)

Resume Writing



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Reverse Chronological

FIRST LAST

City, Province + 000-000-0000 + you@rogers.com + Customized linkedinURL

EXECUTIVE ASSISTANT

A top-performing, trusted assistant recognized for consistently meeting project deadlines while balancing the multiple demands of the Senior Leadership team. Self-motivated and energetic with excellent organizational and administrative skills. A proven team player with outstanding interpersonal and communication skills coupled with the ability to quickly establish rapport and develop strong working relationships across all organizational levels. Responds to challenges with confidence, warmth, energy and diplomacy.

> Advanced Microsoft Word • Excel • PowerPoint • Project Outlook 360 • Organizer • SmartSuite • Adobe Suite 7

EMPLOYMENT HISTORY COMPANY NAME 2010 - 2019 Executive Assistant 2015 - 2019

Reporting to the Executive Vice President and Vice President of Operations, managed calendars, coordinated regular travel, managed expense and prepared expense accounts, Prepared and edited confidential correspondence and presentations. Also provided administrative support to the Director, Land Planning and a small group of project managers which allowed them to focus on time-sensitive projects.

- Created a filing system that made confidential files more quickly and easily accessible for the EVP and improved efficiency.
- Carefully managed executive credit card expenditures to avoid late fee charges and ensured adequate credit limits for on-going travel requirements. Tracked receipts and prepared and reconciled expense reports.
- Investigated three years worth of past sales commissions by developing a detailed Excel spreadsheet; uncovered a discrepancy that, once rectified, resulted in significant cost savings. This spreadsheet was adopted as a permanent method of tracking sales commissions.
- · Managed the personnel files for a division of 45 staff including preparation of new hire documentation and PMP reviews.
- Designed performance management forms for over 15 positions that were utilized by management to conduct annual performance reviews. Ensured completed forms were properly processed and sent to HR.
- Acted as department lead for HR functions associated with on-boarding of new hires and transfers which saw the division double in 2008. Provided seamless transition for new hires by liaising with Payroll and IT to complete necessary documentation and ensure appropriate equipment and security access was in place.
- · Organized internal and external meetings, teleconferences, videoconferences that involved people in multiple locations: secured the necessary resources to increase meeting effectiveness.

Most common style

- Best when you're starting out
- Emphasizes role progression
- Preferred for Applicant Tracking Systems



Resume Types: Reverse Chronological

- Used when staying in the same field
- No gaps in employment history

COMPANY NAME

Assistant to Vice President, WebSphere Server Development & Lab Director Assistant to Director, Electronic Commerce Development

- Proactively managed calendar, coordinated appointments, conference calls, meetings and gathered background information for meetings and customer critical situations to ensure executive was up-to-date.
- Organized daily business activities and acted as first line of contract for the Director's office, allowing Director to focus on important matters.
- Managed and prioritized incoming electronic mail and correspondence to save time for executives.
- Handled internal and external customer situations to completion.
- Successfully trained and supervised support staff for division on specific systems and programs within ABC.

EDUCATION & TRAINING

Secretarial Diploma, Toronto School of Business

Ontario Secondary School Diploma, Toronto Secondary School

WHMIS Certified First Aid Certified

Former Member , Minto Green Committee and Minto Health & Safety Committee

INTERESTS

Horseback Riding • Fitness • Historical Novels



2002-2006





What if I have no experience?



SAMPLE RESUME: Page 1

- Looking to land first job
- Little paid experience
- Include your volunteer experience
- Anytime to you "assisted", helped, looked after your cousins, helped out in the office at school etc.

FIRST NAME LAST NAME

780.555.555 Edmonton, AB

Gsmith@gmail.com

SUMMARY OF QUALIFICATIONS

- Excellent people skills
- Outgoing personality
- Strong verbal communication
- Team player
- Exceptional organizational skills

RELATED EXPERIENCE OR WORK EXPERIENCE

Interior Design Intern

July 2021

WestRock Custom Homes - Calgary, Alberta

- Greeted and welcomed clients to showrooms
- Assisted the interior designer in design selection
- Interacted with suppliers
- Assisted with sample display

Production Assistant

November 2020

September 2019

Harvest Hills Alliance Church - Calgary, Alberta

- Assisted the crew with an outdoor music video production
- Provided directional guidance to the drone pilot to ensure best quality
- Assisted with set up and take down
- Cued music

Event Usher

WinSport - Calgary, Alberta

- Welcomed and greeted guests at events
- Responded to guest inquiries
- Escorted guests to their seats
- Provided way finding and crowd control



SAMPLE RESUME: Page 2

- More volunteer work
- Action statements
- Include education



Barn Hand

Golden Jack Farms - Cochrane, Alberta

- Assist farm owners with a variety of tasks including: mucking out stalls, feeding and care of all animals
- Groom and exercise horses and donkey

School Orientation Ambassador

St Vincent De Paul Junior High - Calgary, AB

- Welcomed grade 6 students
- Shared projects and information
- Answered questions about grade 7

Reception Assistant

Monsignor E.L. Doyle School - Calgary, AB

- Welcomed and greeted visitors
- Answered phone calls
- Responded to student and teacher requests

Babysitter

Self-Employed - Calgary, Alberta

- Take care of children ages 1-10 years old
- Responsible for entertainment and activities
- Responsible for putting children to bed
- Prepare simple meals

Ranch Hand

Armour Mountain Ranch - Barriere, B.C

- Trained, groomed, rounded up, caught and exercised 8 horses
- Helped with moving irrigation lines
- Assisted with meal prep
- Weeded large veggie garden

EDUCATION

COACHING LEVEL 1 | NATIONAL TRACK AND FIELD ASSOCIATION | 2020 WESTERN CANADA HIGH SCHOOL | GENERAL DIPLOMA | 2019 BABYSITTER CERTIFICATION | ST JOHN'S AMBULANCE | 2008 FIRST AID & CPR | ST JOHN'S AMBULANCE | 2008

October 2018 - Present

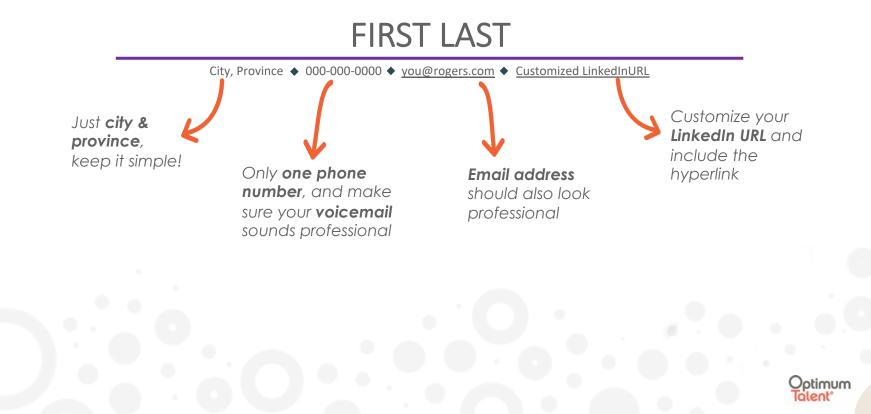
February 2018

September 2017 - June 2018

September 2017 - Present

July 2017 - 2018

Heading of your Resume







Example: Personal Trainer Job Description

PERSONAL TRAINER

What will you be doing?

- Seeking out new clients
- Working with clients to understand health history and future goals in order to develop tailored, effective programming
- Leveraging and promoting all Goodlife Training programs to support clients on their health and fitness journeys
- Responsible for administrative servicing clients (use of Goodlife tools and software)

Do you have what it takes?

- Must be willing to accrue a national recognized Personal Training Certification within first 75 days of employment
- Passion for helping others, and a commitment to personal health and fitness
- Ability to coach and bring out the best in others
- Adaptable and able to receive candid coaching with growth mindset
- Ability to work well with others, form and foster relationships
- Committed to contributing to a culture that celebrates diversity, equity and inclusion and values giving back to communities
- Ability to consistently live our Core values of Caring, Happiness Integrity, Peak Attitude, Passion, Personal Fitness and Trust

Instead of a cover letter tell us why you're passionate about fitness or more about your personal fitness journey

Resume

Assistant Coach

2019 - 2021

- Team Alberta Track and Field Edmonton, AB
 - Coached junior athletes on a provincial track team
 - Developed strong relationships with athletes, coaches and parents
 - Helped athletes develop growth mindset for adapting to wins and losses
 - Mentored youth through team conflict resulting in Gold at 2022 Albert Summer Games
 - Developed and implemented cross-training plans and workouts
 - Promoted the sport of Track and Field at school career fairs



Example: Barista at Starbucks Barista

You'd make a great barista if you:

- Consider yourself a "people person," and enjoy meeting others.
- Love working as a team and appreciate the chance to collaborate.
- Understand how to create a great customer service experience.
- Have a focus on quality and take pride in your work.
- Are open to learning new things (especially the latest beverage recipe!)
- Are comfortable with responsibilities like cash-handling and store safety.
- Can keep cool and calm in a fast-paced, energetic work environment.
- Can maintain a clean and organized workspace.
- Have excellent communications skills.

From free coffee to competitive pay, Starbucks is proud to offer a comprehensive compensation and benefits package to our eligible part-time and full-time partners. Benefits include tuition reimbursement, health coverage with a variety of plans to choose from, and stock & savings programs like our equity reward program, Bean Stock. What's more, Starbucks offers flexible scheduling and opportunities for paid time off. Visit starbucksbenefits.ca for details.

Summary of Experience

Good news! No previous experience is required.

Basic Qualifications

- Maintain regular and consistent attendance and punctuality, with or without reasonable accommodation
- · Available to work flexible hours that may include early mornings, evenings, weekends, nights and/or holidays
- Meet store operating policies and standards, including providing quality beverages and food products, cash handling and store safety and security, with or without reasonable accommodation
- Engage with and understand our customers, including discovering and responding to customer needs through clear and pleasant communication
- Prepare food and beverages to standard recipes or customized for customers, including recipe changes such as temperature, quantity of ingredients or substituted ingredients
- · Available to perform many different tasks within the store during each shift

Knowledge, Skills and Abilities

- Ability to learn quickly
- Ability to understand and carry out oral and written instructions and request clarification when needed
- Strong interpersonal skills
- Ability to work as part of a team
- Ability to build relationships

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Example: Barista at Starbucks Barista

Concession Attendant

2018-2020

Central Memorial Junior High School

- Served customers snacks and cold & hot beverages at sporting events
- Responded to clean-up requests in a timely manner
- Counted and reconciled till at end of my shift
- Promoted to supervisor and oversaw team of 3 students





Why do we go to all this trouble to customize?



Get past Applicant Tracking Systems GoodLife (ATS)



Join our Talent Network

Thank you for your interest in this opportunity with GoodLife Fitness! Please complete the form below to join our Talent Network. You'll receive a weekly update of upcoming events and information about working at GoodLife Fitness.



*First Name

*Last Name

*Primary Email

*Area of Interest

Club Services Customer Service Fitness Advisor (Sales) Group Fitness

Resume

Choose File No file chosen

*It's ok if a recruiter contacts me with open jobs or career information?

 \bigcirc Yes

 \bigcirc No

Sign Up for Job Alert Emails Show Search Criteria

| kip & Continue |
|----------------|
| |

The application process will begin on the next page.

The apply process will take about 10-15 minutes and consists of 7 steps:

- Entering contact Information
- Answering four questions (optional)
- · Completing a questionnaire
- Entering a cover letter and resume (or uploading your cover letter/resume, if uploading, it must be .doc, .docx, .txt, .rtf, .pdf format)
- · Attach any other documents (certifications etc.)
- Review your application
- Submit

You will receive a confirmation email that we have received you application.

Connect with Us!



Copyright GoodLife Fitness © 2016 | <u>Accessibility</u> | <u>Privacy Policy</u>



Hiring Managers

Guess the average # of seconds spent screening a resume?





Highlights of Qualifications (or Summary)



Highlights or Summary of Qualifications

- Opportunity to highlight the key skills they are looking for
- Be Intentional do not include irrelevant information
- Match these to the job posting

FIRST NAME LAST NAME 780.555.555 Gsmith@gmail.com SUMMARY OF QUALIFICATIONS • Excellent people skills Outgoing personality Strong verbal communication Team player Exceptional organizational skills RELATED EXPERIENCE OR WORK EXPERIENCE July 2021 Interior Design Intern WestRock Custom Homes - Calgary, Alberta Greeted and welcomed clients to showrooms Assisted the interior designer in design selection Interacted with suppliers Assisted with sample display Production Assistant November 2020 Harvest Hills Alliance Church - Calgary, Alberta Assisted the crew with an outdoor music video production Provided directional guidance to the drone pilot to ensure best guality Assisted with set up and take down Cued music Event Usher September 2019 WinSport - Calgary, Alberta Welcomed and greeted guests at events Responded to guest inquiries Escorted guests to their seats

• Provided way finding and crowd control



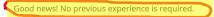
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Summary of Experience



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Knowledge, Skills and Abilities

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- Ability to understand and carry out oral and written instructions and request clarification when needed
- Strong interpersonal skills
- Ability to work as part of a team
- Ability to build relationships

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Example: Barista at Starbucks Barista Justin Bieber

780.444.0999

jbiebs@gmail.com

Highlights of Qualifications

- Strong people skills
- Excellent communication skills
- Committed to delivering high level of customer service
- Passion for coffee (or people)
- Ability to manage multiple tasks
- Able to perform in a fast-paced environment
- Team Player High performance Track athlete
- Ability to perform in front of large audiences

Concession Attendant

Central Memorial Junior High School

- Served customers snacks and cold & hot beverages at sporting events
- Responded to clean-up requests in a timely manner
- Counted and reconciled till at end of my shift
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2018-2020



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Intelligence Specialist / Security & Surveillance

EXPERIENCE British Secret Service, London— Intelligence Operative Jan 2001 - Present Protecting the UK and her allies from nefarious masterminds from around the world. Liaising with intelligence services around the world including the CIA. Instrumental in foiling international terror attacks including the looting of Fort Knox and the destruction of the world by various means. Royal Navy, Portsmouth, UK — Commander Special intelligence department of Royal Navy, tasked with identifying threats to national security. In charge of elite unit of highly trained operatives seeing action in various theatres from Russia and Soviet Union, Africa and Middle East.

SKILL

Multi line

Russian, H

AWARDS

Roval Na

- gold Black

Dov

University of Geneva, Geneva-Masters EDUCATION Sept 1985 - Jul 1990 French and German ton College, Windsor, UK- O Level

Resume Appearance

What does your resume look like? Resume Writing



Resume Appearance







Font Styles

Use clean, modernlooking fonts such as Calibri and Arial.

Length

2 pages maximum (start dropping experience after 2 pages)

Visually Appealing

White space, spacing between lines and paragraphs.



Resume Appearance







Highlights Key Statements

Relevant information only. Spell out acronyms.

Accurate & Error Free

Grammar, wording, active verbs.

Written in your Own Words

Who you are: true statements, creative and appropriate.



A note about those fancy templates



- They don't pass the ATS
- Not recommended for most professional jobs
- Creative roles: you can post these on your website or email them along with your portfolio (when you're certain that a real person will see your documents)
- Not advisable to include your headshot (unless you're a model or actor)



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| Jan 1990 - Dec 2000 | - gold |
| Jan 1990 - Dec 2000 Special intelligence department of Royal Navy, tasked with identifying to to pational security. | Black |

SKILL

In charge of elite unit of highly trained operatives seeing action i theatres from Russia and Soviet Union, Africa and Middle East.

University of Geneva, Geneva-Masters EDUCATION Sept 1985 - Jul 1990 French and German ton College, Windsor, UK- 0 Level

Accomplishment Statements (Bullets under each role)

What value do you bring to the organization?

Resume Writing



Who would you hire? Why?

• Responsible for all marketing campaigns and social media channels

- Managed the company's social media channels (Instagram and Facebook) for marketing campaigns
- Spearheaded a marketing campaign using targeted ads on Instagram and Facebook that increased market share by 20% in 8 months



Who

would

hire?

Who would you hire? Why?



Delivered stuff to customers

- Delivered warm food and beverages to customers in a timely manner
- Oelivered over 1,000 warm food and beverage orders by bicycle within a 20 minute deadline. Rated 5/5 on customer satisfaction reviews.



Accomplishment Statement Formula



Delivered custom food orders...

...on a bicycle within tight timelines...

...on time and high customer satisfaction ratings



Accomplishment Statement Writing Tool

| Action Verb | What you did | Details | Results – Added Value |
|-------------|---------------------------------------|--|---|
| Designed | an inventory management program | within 1 month | that eliminated counting merchandise twice. |
| Mentored | a team of 3 up and coming athletes | hosting bi- weekly cross training sessions | which boosted performance results by 20% |
| Improved | Ş | Ş | Ş |
| | | ho would like | to |



Always write a cover letter





Once your resume is done

Write a cover letter to tell the story about why you want the job and link all of your experience together.

> This is where you can explain how you developed your strong work ethic and dedication etc.



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Black

Dov

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University of Geneva, Geneva-Masters EDUCATION Sept 1985 - Jul 1990 French and German ton College, Windsor, UK- O Level

Managing your Resume

Practical tips on file types, emailing your resume, and tracking your applications

Resume Writing



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Managing your Resume & Applications



(docx, PDF, txt, rtf)

Optimum Talent"

Emailing your Resume

Option 1: Include your Cover Letter in the body of the email and attach your Resume

| Clear | To HR VP | |
|-----------------|---|---------------------------------|
| subject line | Ve Send Cc | |
| | Subject HR Business Partner Position - Req. 10578 | |
| Fíle name | Candidate full name - HRBP - Req. 10578.docx 183 KB Send as | : Adobe Document Cloud link Yes |
| with Job ID | Dear Ms. Smith, | |
| WILMJOUTD | I'm pleased to send you my resume for the HR Business Partner role advertised on your company website. | |
| | With my 10+ years of progressive experience in all areas of Human Resources in the manufacturing and oil & gas sectors, coupled with my exposure to the Tota excellent fit for the role and your company. In addition to the accomplishments you'll see on my resume, I can provide the following examples that added value in | |
| SOAR storíes | As a Senior HR Generalist at ABC Company, I was considered a trusted advisor to senior managers of all business lines to build a talent pipeline in prepretirement of key field engineers. I helped them strategize talent attraction through targeted outreach to professional associations in 4 provinces, build ne the selection process, and structure the compensation plans for those roles in collaboration with the finance team. My recommendations were fully applied solid talent pipeline for the next 2-3 years. | ew competency models for |
| | In my role as HRBP at XYZ Inc., I designed a leadership training program for 350 employees in partnership with the executive team and a learning provide contact, I managed the end-to-end implementation of the program in 6 months, which yielded positive results in terms of increased employee engagement surveys showed an increase of 8-10% in all satisfaction levels year on year. | |
| | You'll find that I'm an enthusiastic and open-minded individual that deeply cares about employees' development to not only help people grow but also ensure the results. | attainment of business |
| | I would welcome an opportunity to interview with you at your earliest convenience. I look forward to hearing from you. | |
| Sígnature | Thank you in advance for your time and consideration. Sincerely | 2 |
| vith contact | t Sincerely, |) , |
| nfo | Candidate Full Name Senior HR Professional 647-XXX-XXXX LinkedIn URL | |

Emailing your Resume

Option 2: Send a brief note and attach your Cover Letter and Resume

*This is a "cold email" (no job ad) but you can use a brief note for any application.

| Subject líne refers to future opportunítíes | To HR VP Send Cc |
|--|--|
| opportunities | Subject HR opportunities at Company X Image: Candidate full name - HR Professional.pdf Image: Send as Adobe Document Cloud link Yes 70 KB Send as Adobe Document Cloud link Yes |
| Stating how he got the contact ínfo and what he's sending | Dear Ms. Smith, Our contact in common, Jim Jones, has suggested to send my information for future opportunities in Human Resources at [Company X]. In the attachment you'll find my resume stating my accomplishments and a cover letter explaining my motivation to work for you. I would welcome an opportunity to discuss with you at your earliest convenience. I look forward to hearing from you. Thank you for your time and consideration. Sincerely, Candidate Full Name HR Professional / Business Partner 647-XXX-XXXX LinkedIn URL |
| | Ootimum |

Emailing your Resume Text talk

| То | |
|--|-------------------------------------|
| Cc | |
| hey | |
| Hey Kristie, | |
| My bf Jordan told me about this job. I'm v interested in worki | ng w Starbucks as anyone would ofc. |
| Here's my resume. I'm not working atm, bc I'm training rn. | |
| Imk if i get the job. pls. | Includes all communication |
| thx | with a potential employer |
| Sam | |
| | |



How can I boost my chances of getting a job?



Use your network









Your References

- Select 2-3 professional references (this can be a teacher, guidance counselor or a coach)
- Ask for their **permission**
- **Send them** your resume and job description
- **Prepare/Remind them**: who may call, the company and the role
- Have **list available** at interview
- Thank them afterwards





Template for submitting References

Same heading as the Resume and Cover Letter Client Name Toronto, ON • 226-000-0000 • you@provider.com • linkedinURL

REFERENCES

Name & Title: Sharlene Wallace, Program Director @ RBC Email Address: <u>firstname.lastname@RBC.ca</u> Phone Number: 518-000-0000 Relationship to me: Sharlene was my direct supervisor at RBC from 2011-2019.

Relationship to them, plus qualities and skills they know about you

Name & Title: Asheef Wallace, former CFO @ The Best Zoom Email Address: <u>firstname.lastname@thezoo.ca</u> Phone Number: 516-000-0000 Relationship to me: Asheef was the former CFO at The Best Zoo and oversaw the large systems implementation that I supported. Asheef is currently retired but is happy to provide a reference.

Name & Title: Dr. Wendy Carr, Course Instructor, University of Toronto Email Address: <u>firstname.lastname@UofT.ca</u> Phone Number: 512-000-0000 Relationship to me: Dr. Carr taught the following courses and evaluated my competencies in each area. Advanced Financial Accounting, Advanced Excel for Finance



Concluding Thoughts

Customize

Tailor your Resume for each role; use company/sector language





Speak to people who are currently working there and people who know people...





Format

Keywords and plain format are critical if you're uploading your Resume.

| - / - | |
|-------|--|
| (| |

Think Ahead

Be mindful of what you're posting online... Would I want my grandmother to read/see this?



Next Steps for You

Brainstorm your Accomplishments

Go over your work/volunteer history in detail.

Identify specific results and write them down.

2

Select Job Descriptions

Print them out and highlight keywords.

Work on your Resume

Include all your relevant accomplishments.

Identify keywords and put together statements that match them. Have someone proof read it for errers or spelling mistks so it doesn't look like thiis gaps



Questions?

What will you do starting tomorrow?

PPPPPPPPPPPPPP