



Name: _____ Appointment: _____

		<h1>PREPARING TO WRITE A GREAT RESUME</h1>
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www.careermoves.ca *** www.options.bc.ca		
Funded in whole or part through the Canada-British Columbia Labour Market Development Agreement		

Welcome to Canadian Career Moves Résumé Workshop! We look forward to assisting you to develop a résumé that will help you achieve your re-employment goals. CCM staff members are well qualified to assist you. We have customized Word templates that will make your résumé stand out in the crowd. Our facilitators will help you choose the right information, the right order and best format for your document. Clients tell us that their new résumés get results!

Preparing for this Workshop is Key to your Success. Before coming to your **Résumé Workshop, please:**

- Complete as much of the attached worksheets as possible – ensure that you have all the information needed for your new résumé either on an old résumé document or fill out the job history on this worksheet. Material marked **IMPORTANT** is key to your success.
- Bring this material with you to the workshop.
- Bring in at least **two job postings**.
- Bring in your existing résumé – preferably electronic on USB or Disk (you can email it to yourself, as you will have access to internet) or a Hard copy if necessary.
- Bring a USB to save your work
- Gather your references and contact details

ADDITIONAL SERVICES TO STRENGTHEN YOUR JOB SEARCH:

Computerized Job Search Resources Workshop: Research labour market conditions, employment opportunities and company information.

Cover Letter & Writing Skills Workshop: Strengthen the first impression you make on employers through effective and targeted cover letters.



NAME _____

ADDRESS _____

PHONE # _____

POSTAL CODE _____ CELL # _____

E-MAIL _____ MESSAGE # _____

OBJECTIVE: (Examples: Customer Service Representative, Janitor, Administrative Assistant)

1	IDENTIFY THE SPECIFIC SKILLS YOU HAVE THAT THE <u>EMPLOYER NEEDS</u> FOR THE TYPE OF WORK YOU ARE SEEKING IMPORTANT!
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TIP: You will discover what the employer is looking for from **job ads**, company web sites, training courses, talking with people in the field and your personal experience.

- Place a check mark (✓) beside the skills you have used in any work or volunteer setting.

Helping Skills	Financial Skills	Technical Skills	Research Skills
<input type="checkbox"/> Advocated	<input type="checkbox"/> Administered	<input type="checkbox"/> Assembled	<input type="checkbox"/> Clarified
<input type="checkbox"/> Expedited	<input type="checkbox"/> Allocated	<input type="checkbox"/> Built	<input type="checkbox"/> Collected
<input type="checkbox"/> Assessed	<input type="checkbox"/> Analyzed	<input type="checkbox"/> Calculated	<input type="checkbox"/> Compiled
<input type="checkbox"/> Familiarized	<input type="checkbox"/> Appraised	<input type="checkbox"/> Cleaned	<input type="checkbox"/> Critiqued
<input type="checkbox"/> Clarified	<input type="checkbox"/> Audited	<input type="checkbox"/> Computed	<input type="checkbox"/> Determined
<input type="checkbox"/> Guided	<input type="checkbox"/> Balanced	<input type="checkbox"/> Designed	<input type="checkbox"/> Diagnosed
<input type="checkbox"/> Coached	<input type="checkbox"/> Calculated	<input type="checkbox"/> Devised	<input type="checkbox"/> Evaluated
<input type="checkbox"/> Motivated	<input type="checkbox"/> Computed	<input type="checkbox"/> Engineered	<input type="checkbox"/> Examined
<input type="checkbox"/> Counselling	<input type="checkbox"/> Developed	<input type="checkbox"/> Fabricated	<input type="checkbox"/> Extracted
<input type="checkbox"/> Referred	<input type="checkbox"/> Forecasted	<input type="checkbox"/> Maintained	<input type="checkbox"/> Identified
<input type="checkbox"/> Demonstrated	<input type="checkbox"/> Invested	<input type="checkbox"/> Operated	<input type="checkbox"/> Inspected
<input type="checkbox"/> Rehabilitated	<input type="checkbox"/> Managed	<input type="checkbox"/> Overhauled	<input type="checkbox"/> Interpreted
<input type="checkbox"/> Diagnosed	<input type="checkbox"/> Marketed	<input type="checkbox"/> Programmed	<input type="checkbox"/> Interviewed
<input type="checkbox"/> Represented	<input type="checkbox"/> Planned	<input type="checkbox"/> Remodeled	<input type="checkbox"/> Investigated
<input type="checkbox"/> Educated	<input type="checkbox"/> Projected	<input type="checkbox"/> Repaired	<input type="checkbox"/> Located
<input type="checkbox"/> Facilitated	<input type="checkbox"/> Reduced	<input type="checkbox"/> Solved	<input type="checkbox"/> Organized
<input type="checkbox"/> Referenced	<input type="checkbox"/> Reported	<input type="checkbox"/> Synchronized	<input type="checkbox"/> Reviewed
	<input type="checkbox"/> Researched	<input type="checkbox"/> Upgraded	<input type="checkbox"/> Studied
			<input type="checkbox"/> Summarized
			<input type="checkbox"/> Surveyed
			<input type="checkbox"/> Systematized



Communication Skills	Management Skills	Clerical Skills	Teaching Skills
<input type="checkbox"/> Adapted	<input type="checkbox"/> Administered	<input type="checkbox"/> Approved	<input type="checkbox"/> Adapted
<input type="checkbox"/> Addressed	<input type="checkbox"/> Analyzed	<input type="checkbox"/> Arranged	<input type="checkbox"/> Advised
<input type="checkbox"/> Applied	<input type="checkbox"/> Approved	<input type="checkbox"/> Catalogued	<input type="checkbox"/> Clarified
<input type="checkbox"/> Arbitrated	<input type="checkbox"/> Assigned	<input type="checkbox"/> Classified	<input type="checkbox"/> Coached
<input type="checkbox"/> Arranged	<input type="checkbox"/> Attained	<input type="checkbox"/> Collected	<input type="checkbox"/> Communicated
<input type="checkbox"/> Authored	<input type="checkbox"/> Chaired	<input type="checkbox"/> Compiled	<input type="checkbox"/> Coordinated
<input type="checkbox"/> Collaborated	<input type="checkbox"/> Conducted	<input type="checkbox"/> Completed	<input type="checkbox"/> Conducted
<input type="checkbox"/> Composed	<input type="checkbox"/> Consolidated	<input type="checkbox"/> Dispatched	<input type="checkbox"/> Corrected
<input type="checkbox"/> Conceived	<input type="checkbox"/> Contracted	<input type="checkbox"/> Executed	<input type="checkbox"/> Demystified
<input type="checkbox"/> Convinced	<input type="checkbox"/> Coordinated	<input type="checkbox"/> Generated	<input type="checkbox"/> Demonstrated
<input type="checkbox"/> Corresponded	<input type="checkbox"/> Delegated	<input type="checkbox"/> Implemented	<input type="checkbox"/> Developed
<input type="checkbox"/> Drafted	<input type="checkbox"/> Developed	<input type="checkbox"/> Inspected	<input type="checkbox"/> Educated
<input type="checkbox"/> Edited	<input type="checkbox"/> Directed	<input type="checkbox"/> Monitored	<input type="checkbox"/> Enabled
<input type="checkbox"/> Enlisted	<input type="checkbox"/> Evaluated	<input type="checkbox"/> Operated	<input type="checkbox"/> Encouraged
<input type="checkbox"/> Formulated	<input type="checkbox"/> Executed	<input type="checkbox"/> Organized	<input type="checkbox"/> Evaluated
<input type="checkbox"/> Identified	<input type="checkbox"/> Hired	<input type="checkbox"/> Prepared	<input type="checkbox"/> Examined
<input type="checkbox"/> Influenced	<input type="checkbox"/> Improved	<input type="checkbox"/> Processed	<input type="checkbox"/> Explained
<input type="checkbox"/> Interpreted	<input type="checkbox"/> Increased	<input type="checkbox"/> Purchased	<input type="checkbox"/> Facilitated
<input type="checkbox"/> Lectured	<input type="checkbox"/> Managed	<input type="checkbox"/> Recorded	<input type="checkbox"/> Guided
<input type="checkbox"/> Liaised	<input type="checkbox"/> Organized	<input type="checkbox"/> Retrieved	<input type="checkbox"/> Informed
<input type="checkbox"/> Mediated	<input type="checkbox"/> Oversaw	<input type="checkbox"/> Screened	<input type="checkbox"/> Instructed
<input type="checkbox"/> Moderated	<input type="checkbox"/> Planned	<input type="checkbox"/> Specified	<input type="checkbox"/> Lead
<input type="checkbox"/> Negotiated	<input type="checkbox"/> Prioritized	<input type="checkbox"/> Systematized	<input type="checkbox"/> Lectured
<input type="checkbox"/> Persuaded	<input type="checkbox"/> Produced	<input type="checkbox"/> Tabulated	<input type="checkbox"/> Presented
<input type="checkbox"/> Promoted	<input type="checkbox"/> Recommended	<input type="checkbox"/> Validated	<input type="checkbox"/> Set goals
<input type="checkbox"/> Publicized	<input type="checkbox"/> Reviewed		<input type="checkbox"/> Stimulated
<input type="checkbox"/> Reconciled	<input type="checkbox"/> Selected		<input type="checkbox"/> Taught
<input type="checkbox"/> Recruited	<input type="checkbox"/> Strengthened		<input type="checkbox"/> Tested
<input type="checkbox"/> Spoke	<input type="checkbox"/> Supervised		<input type="checkbox"/> Trained
<input type="checkbox"/> Supported			
<input type="checkbox"/> Translated			
<input type="checkbox"/> Wrote			



2

IDENTIFY THE PERSONAL CHARACTERISTICS YOU WILL BRING TO YOUR CAREER IMPORTANT!

- Place a check mark (✓) beside a few of the words that **best** describe you.

Ability to Relate to Others	Attitude	Work Habits	Communication / Problem Solving
<input type="checkbox"/> Compatible	<input type="checkbox"/> Broad-minded	<input type="checkbox"/> Prioritize	<input type="checkbox"/> Analytical
<input type="checkbox"/> Competent	<input type="checkbox"/> Business-like	<input type="checkbox"/> Accurate	<input type="checkbox"/> Articulate
<input type="checkbox"/> Cooperative	<input type="checkbox"/> Calm	<input type="checkbox"/> Constructive	<input type="checkbox"/> Clear thinker
<input type="checkbox"/> Courteous	<input type="checkbox"/> Cheerful	<input type="checkbox"/> Dedicated	<input type="checkbox"/> Decisive
<input type="checkbox"/> Customer-oriented	<input type="checkbox"/> Common sense	<input type="checkbox"/> Diligent	<input type="checkbox"/> Discreet
<input type="checkbox"/> Diplomatic	<input type="checkbox"/> Confident	<input type="checkbox"/> Efficient	<input type="checkbox"/> Empathetic
<input type="checkbox"/> Easy to get along with	<input type="checkbox"/> Conscientious	<input type="checkbox"/> Focused	<input type="checkbox"/> Good conflict management
<input type="checkbox"/> Enjoy people	<input type="checkbox"/> Considerate	<input type="checkbox"/> Hardworking	<input type="checkbox"/> Good listener
<input type="checkbox"/> Friendly	<input type="checkbox"/> Consistent	<input type="checkbox"/> Methodical	<input type="checkbox"/> Imaginative
<input type="checkbox"/> Gracious	<input type="checkbox"/> Dependable	<input type="checkbox"/> Meticulous	<input type="checkbox"/> Incisive
<input type="checkbox"/> Helpful	<input type="checkbox"/> Down-to-earth	<input type="checkbox"/> Orderly	<input type="checkbox"/> Intuitive
<input type="checkbox"/> Likeable	<input type="checkbox"/> Fair	<input type="checkbox"/> Persistent	<input type="checkbox"/> Investigative
<input type="checkbox"/> Observe confidentiality	<input type="checkbox"/> Genuine	<input type="checkbox"/> Precise	<input type="checkbox"/> Lateral thinker
<input type="checkbox"/> Outgoing	<input type="checkbox"/> Honest	<input type="checkbox"/> Productive	<input type="checkbox"/> Logical
<input type="checkbox"/> People-oriented	<input type="checkbox"/> Person of integrity	<input type="checkbox"/> Prompt	<input type="checkbox"/> Perceptive
<input type="checkbox"/> Personable	<input type="checkbox"/> Loyal	<input type="checkbox"/> Punctual	<input type="checkbox"/> Persuasive
<input type="checkbox"/> Pleasant	<input type="checkbox"/> Objective	<input type="checkbox"/> Reliable	<input type="checkbox"/> Problem-solver
<input type="checkbox"/> Put others at ease	<input type="checkbox"/> Open-minded	<input type="checkbox"/> Show initiative	<input type="checkbox"/> Proven negotiator
<input type="checkbox"/> Respected	<input type="checkbox"/> Positive	<input type="checkbox"/> Systematic	<input type="checkbox"/> Quick learner
<input type="checkbox"/> Supportive	<input type="checkbox"/> Practical	<input type="checkbox"/> Thorough	<input type="checkbox"/> Sound judgment
<input type="checkbox"/> Tactful	<input type="checkbox"/> Professional	<input type="checkbox"/> Well groomed	<input type="checkbox"/> Troubleshooter
<input type="checkbox"/> Team player	<input type="checkbox"/> Progressive	<input type="checkbox"/> Well organized	
<input type="checkbox"/> Trustworthy	<input type="checkbox"/> Responsible		
<input type="checkbox"/> Warm personality	<input type="checkbox"/> Sense of humour		
<input type="checkbox"/> Well liked	<input type="checkbox"/> Sensible		
	<input type="checkbox"/> Sincere		
	<input type="checkbox"/> Steady		



Flexibility / Resourcefulness

- Adaptable
- Creative
- Current
- Flexible
- Open to new ideas
- Original
- Proactive
- Resourceful
- Self-motivated
- Self-reliant
- Self-starter
- Versatile

Enthusiasm / Drive

- Ambitious
- Assertive
- Competitive
- Diligent
- Dynamic
- Eager
- Energetic
- Enjoy challenges
- Enterprising
- Enthusiastic
- Goal-oriented
- Keen
- Leader
- Meet deadlines
- Motivated
- Optimistic
- Positive
- Profit-oriented

Other Attributes Not Listed:

My Top 5 Qualities
IMPORTANT!

1. _____

2. _____

3. _____

4. _____

5. _____



3

PROVIDE PROOF OF HOW YOUR SKILLS AND ABILITIES HAVE BENEFITED PREVIOUS EMPLOYERS **HIGH IMPORTANCE!**

From the past few pages, select the six words which best describe why you are qualified for this job.

1.	2.
3.	4.
5.	6.

Think of two or three achievement stories that show how your skills / qualities will benefit the employer (e.g., made / saved money, increased efficiency). These stories will twig your memory as to some of the important contributions of your past work history. **IMPORTANT!**

Example: One time a very angry customer returned to the store because the microwave he had just purchased was scratched. I listened carefully to his concerns, validated his feelings of frustration and explored options to satisfy him. He decided to accept a new microwave in a box instead of a discount on the one he had. I opened the box before he left the store to ensure that the microwave was in excellent condition and documented the details. The customer was extremely satisfied with the new product. I saved the company money because the customer did not ask for a refund and he said that he was pleased with the service, indicating he would come back to make future purchases.

Story 1.

Story 2.

Story 3.



4

COLLECT THE INFORMATION TO CREATE YOUR RÉSUMÉ

(You can use your old resume; check to see that you are describing duties clearly and specifically enough for the employer.)

EMPLOYMENT EXPERIENCE: (starting with the most recent)

Example:

Position / Job Title Warehouse Worker from 2002 to 2011

Employer Handy Warehouse Ltd. City Bigtown Province BC

Duties included Greeted customers and answered inquiries

Received, unpacked and sorted products; stored parts on shelves

Prepared large orders for shipment; completed packing slips and shipping documents

Handled some billing, as required



TIP: To describe your **duties**, use the **verbs** you checked (✓) in **Step #1**.

Examples:

1. **Compiled** and **distributed** reports to district managers within 24 hours of meeting
2. **Designed** computer network; **installed** network cards, cabling and software for 65 computers
3. **Received** and **processed** payments; **explained** billing details to customers

Position / Job Title _____ from _____ to _____

Employer _____ City _____ Province / Country _____

Duties included _____

Position / Job Title _____ from _____ to _____

Employer _____ City _____ Province / Country _____

Duties included _____



EMPLOYMENT EXPERIENCE: (continued)

Position / Job Title _____ from _____ to _____
Employer _____ City _____ Province / Country _____
Duties included _____

Position / Job Title _____ from _____ to _____
Employer _____ City _____ Province / Country _____
Duties included _____

Position / Job Title _____ from _____ to _____
Employer _____ City _____ Province / Country _____
Duties included _____

Position / Job Title _____ from _____ to _____
Employer _____ City _____ Province / Country _____
Duties included _____



EDUCATION / TRAINING: (including workshops, seminars, certificates, diplomas)

- Examples:*
1. Certificate in Business Administration, CDI College, Surrey, BC, 2011
 2. Conversational French, Surrey Continuing Education, Surrey, BC, 2008
 3. Forklift Certificate, JM Trucking Inc., Vancouver, BC, 2003
 4. Microsoft Office 2000, Self-taught, Surrey, BC, 2005
 5. Managing Customer Complaints, Home Depot, Delta, BC

Course Name / Degree Received _____ Year _____
 Name of School _____ City _____ Province / Country _____

Course Name / Degree Received _____ Year _____
 Name of School _____ City _____ Province / Country _____

Course Name / Certificate Received _____ Year _____
 Name of School / Business _____ City _____ Province / Country _____

Course Name / Certificate Received _____ Year _____
 Name of School / Business _____ City _____ Province / Country _____

Course Name / Certificate Received _____ Year _____
 Name of School / Business _____ City _____ Province / Country _____

Course Name / Certificate Received _____ Year _____
 Name of School / Business _____ City _____ Province / Country _____

Course Name / Certificate Received _____ Year _____
 Name of School / Business _____ City _____ Province / Country _____

Course Name / Certificate Received _____ Year _____
 Name of School / Business _____ City _____ Province / Country _____



VOLUNTEER EXPERIENCE:

Position: _____ from _____ to _____
Name of Organization: _____ City _____ Province / Country _____
Duties: _____

Position: _____ from _____ to _____
Name of Organization: _____ City _____ Province / Country _____
Duties: _____

Position: _____ from _____ to _____
Name of Organization: _____ City _____ Province / Country _____
Duties: _____

HOBBIES AND INTERESTS:

- _____
- _____
- _____
- _____
- _____
- _____
- _____



5

EMPLOYMENT REFERENCES

- List three or more references, if possible.
- Employers prefer to check references based on this order:
(1) Supervisor / Manager / Owner (2) Co-worker / Customer (3) Other
- Remember that the employer wants to speak to someone who can comment on how your skills related to the workplace.
- Check with your references. Ask permission to use their names. Make sure you have the correct phone number, position and company.
- As a courtesy to your references, let them know that they may be getting a call from an employer.

Name _____ Position / Title _____

Company Name _____ Telephone _____

City _____ Cellular _____

Province / _____

Country _____ E-mail _____

Name _____ Position / Title _____

Company Name _____ Telephone _____

City _____ Cellular _____

Province / _____

Country _____ E-mail _____

Name _____ Position / Title _____

Company Name _____ Telephone _____

City _____ Cellular _____

Province / _____

Country _____ E-mail _____

Name _____ Position / Title _____

Company Name _____ Telephone _____

City _____ Cellular _____

Province / _____

Country _____ E-mail _____

Name _____ Position / Title _____

Company Name _____ Telephone _____

City _____ Cellular _____

Province / _____

Country _____ E-mail _____

