
RESUMÉS



BEFORE YOU BEGIN

AM I READY TO WRITE MY RESUMÉ?

1. Do I know what type of work I am looking for, part-time, summer, and full-time?
2. Have I pulled together a history of my work, education, skills, and qualifications?

RESUMÉ FORMATS

There are several styles of resumé formats you may want to explore, and you may hear terms like “chronological,” “functional” and “combination” used when talking about resumés. The format you choose should reflect what works for you, what is most appropriate for the industry you would like to work in, or the type of work you are seeking.

The outline and samples provided on pages [16-21](#) align with feedback we have received from employers from a variety of industries and should help get your old resumé up to date, or help you to start building a new one.

Resumé Tips

Avoid Including:

- Photo(s)
- Date of birth or age
- Marital status
- Physical characteristics (e.g. weight, height, etc.)
- Expected salary or salary history

ANALYZING THE JOB POSTING

It is important to begin by analyzing **the job posting because it outlines what the employer is seeking** for the role. You can start by creating a chart (see the example on the following page). The chart can help you identify the **keywords in the job posting** to organize your skills and experience to write a **relevant, keyword-based resumé**:

SKILLS MATCHING CHART

Job Posting	Me
<ul style="list-style-type: none"> List every skill, qualification, education, certification required (these are important keywords). List every responsibility required for the job. <p>These lists help you identify the keywords in the job posting.</p> <p><i>If you don't have a job posting, you can still do this activity, but now you need to do the research to fill in this side. Tip: look for other similar postings.</i></p>	<ul style="list-style-type: none"> How/where have you demonstrated the skill? Match yourself up on this side, point for point with each skill and responsibility on the left. Draw on experiences from work, school, volunteer opportunities, field placement etc. What you're doing is matching yourself directly to the requirements of the position. You can now reflect these throughout appropriate sections of your resumé.

TRANSFERABLE (SOFT) SKILLS

Transferable skills, sometimes referred to as soft skills, are not specific to one job or career. Transferable skills help you effectively interact in the work environment. Consider skills and strengths you possess that you could use on the job. Find ways to showcase your skills through activities, clubs, work, or community involvement. Employers need employees who exhibit many of the transferable skills below. Which are yours?

accurate
 adaptable
 alert
 analytical
 attentive to detail
 confident
 conscientious
 consistent
 co-operative
 cope well with pressure
 creative
 dedicated
 dependable
 determined
 discreet
 eager to learn
 effective communicator

energetic
 enjoy challenges
 enterprising
 enthusiastic
 flexible
 good listener
 good manual dexterity
 highly responsible
 honest
 imaginative
 independent worker
 innovative
 integrity
 inventive
 logical
 mechanically inclined
 motivated

open-minded
 open to new ideas
 original
 organized
 patient
 problem solver
 productive
 punctual
 reliable
 resourceful
 self-starter
 sense of humour
 thorough
 trustworthy
 versatile
 work well under pressure

INDUSTRY-SPECIFIC (HARD) SKILLS

Your Durham College program and work experience will provide you with industry-specific skills, sometimes referred to as hard skills, related to your field. Industry-specific skills generally fall into three categories:

- **Software** including specialized software such as CAD, Meditech, Photoshop etc. that is relevant to your industry. This category also includes the MS Office Suite e.g. Word, Excel, PowerPoint etc. It is important to discuss your level of proficiency with software as well: introductory, intermediate, or advanced.
- **Equipment** including specialized machinery, tools, and devices that are used in your field like laboratory equipment, hoisting devices, medical diagnostic equipment, Programmable Logic Controls (PLCs) etc. Be sure to indicate any certifications you have received.
- **Theory** including knowledge related to your field such as relevant laws and legislation, building codes, operating procedures (SOPs, GLPs), communication concepts etc. You can use your course outlines to confirm the terminology used in your field of specialization.

SKILL LEVEL

Communicate your skill level by using skill building phrases within your resumé.

able to	extensive experience in	proven record of
capable of	familiar with	sound understanding of
committed to	highly skilled in	technical expertise in
demonstrated ability to	in depth knowledge of	well developed
experienced in	knowledge of	well versed in
expertise in	proficient use of / in	working knowledge of
exposure to	proven ability to	



ACCOMPLISHMENT STATEMENTS

Accomplishment statements describe your achievements and demonstrate your value to the employer. Use accomplishment statements in the **Experience section** (work, volunteer, field placement, co-op, projects including capstone) of your resumé to make yourself stand out!

To develop accomplishment statements:

- Start with an action verb.
- Briefly describe the action taken.
- State the results in measurable or quantifiable terms.

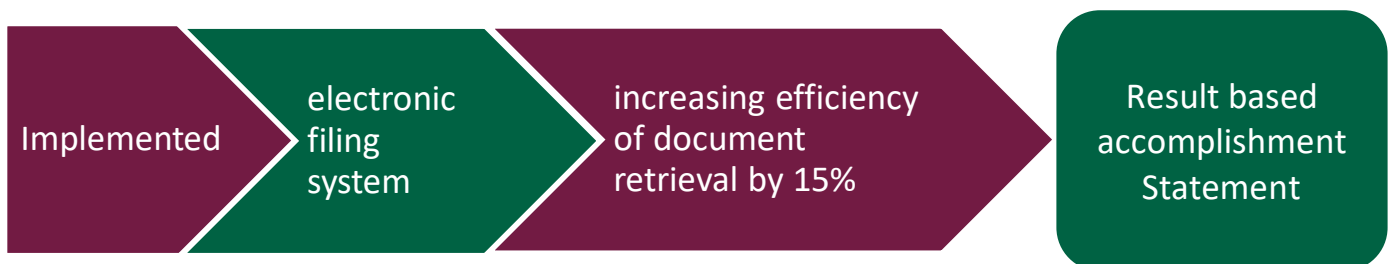


Accomplishment Statement Development Questions

Ask yourself, did you?

- Identify or solve a major problem for your department or division
- Develop or do something for the first time at your company
- Receive any special recognition or awards
- Identify, create or implement a new procedure or system
- Improve a process or make something more efficient
- Provide excellent service to customers/clients
- Solve a complex problem
- Meet or exceed performance targets
- Create something new from the ground up
- Manage a project
- Train anyone
- Excel at working with a team
- Save money, time, or resources for the organization/company

Example:



SAMPLE ACCOMPLISHMENT STATEMENTS

ACTION VERB	WHAT YOU DID <i>(Task/Activity or Project)</i>	RESULT
Delivered	creative learning and play activities	for up to 15 preschool children
Completed	high volume of laboratory tests	with accuracy and in accordance with SOP's
Served	customers and resolved complaints	receiving two customer service awards in 2019
Provided	safe, quality home health care	to 25 elderly patients per week
Initiated	customer service strategy	increasing store sales by 20% over 6 months
Set up	equipment and weld parts	according to weld chart specifications and type
Created	online scheduling system	resulting in elimination of double bookings
Led	team of 10 new employees	through orientation and training
Assisted	executive chef with food production	for 100 seat dining facility
Implemented	electronic filing system	increasing efficiency of document retrieval by 15%
Delivered	software and hardware support to clients	ensuring computers ran properly
Resolved	problems with ticket distribution	contributing to 20% increase in donations
Repaired	defibrillators for ambulance/crash carts	which saved hospital \$50K



ACCOMPLISHMENT STATEMENT WORKSHEET

Instructions: Click or tap in each row/column to add your accomplishment statements for each job that you have held.

ACTION VERB	WHAT YOU DID (Task/Activity/Project)	RESULT
JOB 1		
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
JOB 2		
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
JOB 3		
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
JOB 4		
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

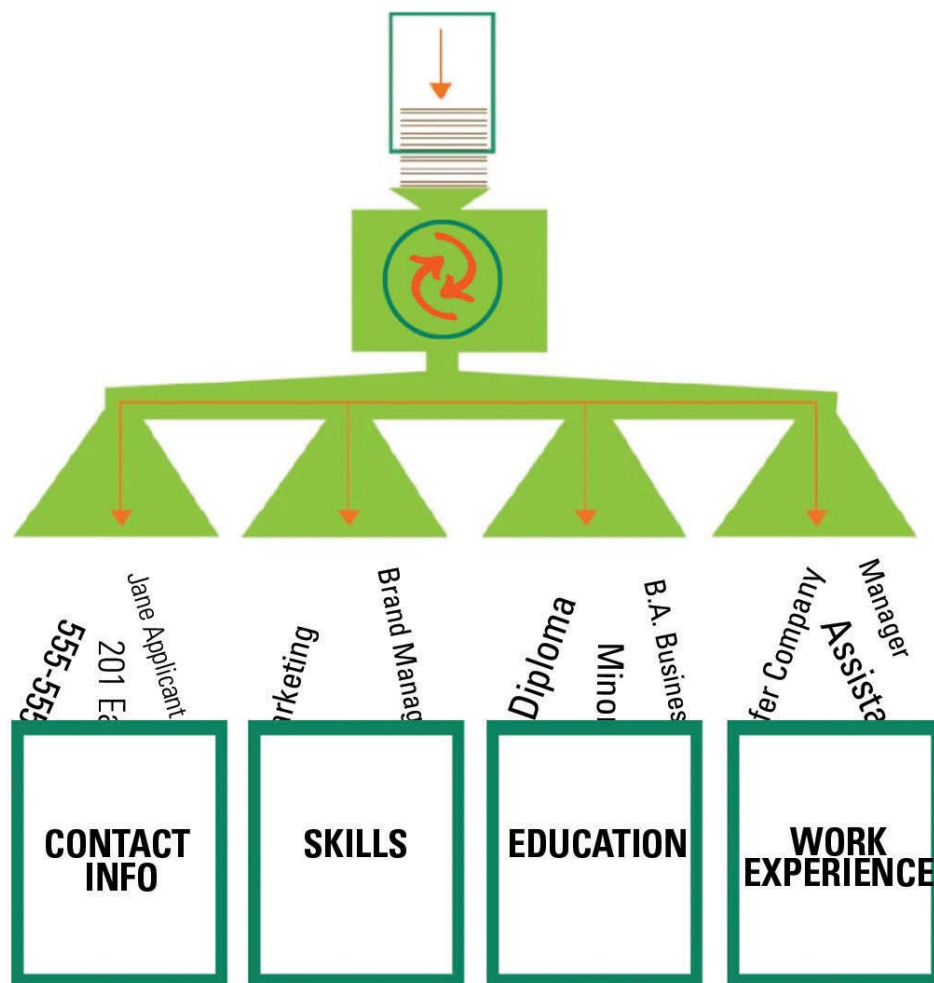
RESUMÉ ACTION VERBS

Adjust	resolve, settle, adapt, regulate, restore
Advise	counsel, recommend, inform, consult
Analyze	study, determine, resolve, examine, diagnose, interpret
Approve	endorse, sanction, attest, certify, accredit
Assist	support, help, aid, collaborate
Assign	delegate, specify, allot, prescribe
Budget	forecast, calculate, project, account, reconcile
Build	design, construct, devise, develop, assemble, generate, fabricate, install
Change	modify, improve, adapt, overhaul, revamp, rectify, revise, transform
Collaborate	co-operate, work together, assist, liaise with, partner with
Communicate	convey, exchange, express, discuss, liaise with, read, listen, write
Consult	consider, advise, deliberate, counsel, confer
Co-ordinate	oversee, organize, preside, arrange, combine, facilitate, chair, host
Create	design, invent, compose, develop, devise, originate, conceive
Delegate	designate, empower, appoint, assign, prescribe, allot, entrust
Determine	decide, resolve, regulate, settle
Develop	generate, evolve, formulate, process, conceptualize, discover
Diagnose	recognize, identify, analyze, compare, detect, conclude
Enforce	monitor, correct, strengthen
Ensure	assure, secure, guarantee, make sure
Estimate	appraise, judge, determine, evaluate, value, rate, assess, calculate
Evaluate	examine, monitor, determine, appraise, estimate, assess, screen
Implement	carry out, accomplish, install, deliver, launch
Improve	strengthen, solve, adjust, amend, correct, revise, maximize, suggest
Increase	grow, expand, improve, enlarge, build, double, earn, develop, exceed
Inspect	evaluate, examine, monitor, test, check, review
Investigate	research, examine, observe, study, inquire
Maintain	sustain, support, provide, uphold, update
Manage	direct, supervise, administer, lead, guide, co-ordinate
Monitor	oversee, check, observe, regulate, control, track, follow up
Operate	control, adjust, produce, preform
Organize	arrange, develop, integrate, replace, co-ordinate
Participate	contribute, involve in, take part, share, engage in
Perform	operate, implement, process, produce, program, serve
Plan	design, project, develop, devise
Prepare	assemble, develop, produce
Provide	supply, prepare, give, implement, produce, contribute
Recommend	propose, advise, endorse
Report	relate, present, announce, account for
Review	examine, report, study, evaluate, revise
Supervise	oversee, manage, direct, govern, co-ordinate
Support	assist, help, tend, respond, provide, commit, serve
Write	compose, prepare, edit, report, author, publish

APPLICANT TRACKING SYSTEMS (ATS)

Employers use an ATS to manage and screen resumé to identify suitable candidates. Resumés are parsed using **keywords found in the job posting**. These keywords are the **requirements, skills, education and qualifications** for the role. This is how an ATS works:

1. The human resources department receives your resumé (along with hundreds of others!)
2. Your resumé is run through something called a parser which slices your resumé into recognizable sections
3. The parser assigns meaning to resumé content and stores it in a database
4. The employer sets a minimum match rate for their job posting (e.g. look for **at least a 60% match**) and uses **keywords from the posting** to search for candidates in the database
5. Your resumé is scored based on relevancy, and the employer sees the resumés that score above the minimum match they have determined



Adapted: Image courtesy of <https://campus-to-career.com/2011/12/13/infographic-how-an-applicant-tracking-system-reads-your-resumé/>

TIPS TO OPTIMIZE YOUR RESUMÉ FOR THE ATS

It is best to keep formatting simple as parsers are pre-programmed and cannot adapt beyond their programming. Below are some tips to help optimize your resumé for an ATS.

Be Mindful of Formatting

- While it is tempting to make your resumé stand out, colourful, eye-catching images (including tables and graphs) and fancy typefaces often confuse the ATS
- Headers and footers are best left empty (leave your contact information out of there) with standard 1-inch margins. It is always best to let your experience and skills set you apart from others
- Use tabs to create the look of columns instead of applying column formatting from your word processing software
- Stick to one font — same font you use for your cover letter
- Avoid special characters aside from standard bullets
- Double- and triple-check for spelling and punctuation as an ATS cannot decipher what was meant to be written
- Avoid using templates and textboxes as these may not be readable by an ATS

Echo Resumé Keywords Exactly

- If anything on a resumé can beat an ATS, it would be those trusty keywords. **Resumé keywords** are the **skills and qualifications in the original job posting/description** that should be included in a resumé (e.g. communication skills, Microsoft Word, and academic information).

Use Standard Resumé Headings

- There are several different acceptable ways to phrase headings within your resumé (for example, “Professional Summary”, “Career Summary”, “Work Experience” and “Work History”). Whatever titles you decide to use, be sure to stick to these standard headings in order to keep your resumé professional and ATS ready.

A Word About Resumé Builders

- Resumé builders are online applications or software that provide or generate resumé templates. Resumé templates that can be downloaded online **may not be ATS compatible**. There are numerous types of ATS software that employers use to manage applicants’ resumés.
- An online generated resumé cannot clearly define your value. Its framework or layout is limited in its capacity to tailor and showcase your unique skills, education and experience to the job posting.
- Some popular ATS systems employers use are:
Taleo, Workday, Jobvite, SilkRoad, Greenhouse, BrassRing, iCIMS, Lever, Smart Recruiters, CATS.

Not Sure if Your Resumé is ATS Ready?

Try a site like Jobscan which allows you to upload your resumé and the job posting to see what an ATS would see when your application is submitted: <https://www.jobscan.co/>.

Use Jobscan as a **guide** and a **supplemental tool** to gain an understanding of how an ATS works rather than let it influence your resumé creation strategy. If you use it to test your resumé for keyword optimization, when applying for jobs, it sometimes may not give you a high match rate. A low match score on Jobscan should not necessarily discourage you from applying to a job if you have all the necessary qualifications and you have customized the resumé to the position.

Jobscan runs your resumé and a job description that you provide through an algorithm to calculate how well the resumé matches the job posting. However, the results may not be accurate. It may give you a lower match rate of 20% or 40%. Jobscan puts too much emphasis on having an 80% match. There are drawbacks to just relying on Jobscan for a particular posting; recruiters and hiring managers determine the percentage threshold for the match rate and the range could be between 60 - 80%.

While crafting your resumé just focusing on the keywords and not integrating them into your unique career story may not work in your best interest to get the job interview. Therefore, avoid direct copying and pasting keywords at random and ensure your wording makes sense. Anyone reading your resumé can tell if you have copied and pasted keywords from the job posting on your resumé just to get past the ATS.

The best process is to review the job posting carefully to check the job requirements, highlight the keywords, and consider your experience, skills and education and try incorporating those keywords in various sections (e.g. education, skills and experience) on your resumé.

ATS Prescreening Questions

Recruiters may utilize prescreening questions also referred to as “knockout questions” to eliminate candidates who lack basic qualifications or requirements for the job. Screening questions ask if an applicant meets minimum job requirements and are focused on the job and company fit.

It is important that you respond to these questions. Avoid saying “please see attached resumé” because they are screening your application prior to reviewing your resumé. If you don’t answer the prescreening questions your application may not be considered at all.

Different Formats of Prescreening Questions

- Yes/No
- Multiple choice
- Short or long answer
- Scale (usually 1-5 or 1-10)
- Select all that apply

Sample ATS Questions

1. Do you have a _____ diploma/certification/ degree/ license?
2. What is your skill level _____ with X on a scale of 1-5?
3. How many years of experience do you have?
 - a. < 1-year
 - b. 1 – 2 years
 - c. 2-years or more
4. How would you rate your proficiency in MS Office?
 - d. Advanced
 - e. Intermediate
 - f. Basic
5. How many years of experience do you have using _____ software.

MICRO CREDENTIALS/PROFESSIONAL CERTIFICATIONS/LICENSES

- A section dedicated specifically to certifications and licenses can be created on your resumé or you can simply add the relevant certifications in the education or training section or highlights of qualifications section. Assess each certificate and decide whether or not it is relevant and significant to be included.
- If in doubt, remember to refer to the job description and identify the relevant certifications required for the job. Avoid including less important or irrelevant certifications or licenses that do not relate to the job you are applying for.
- Include the following information:
 - **Name of Certification/License/Membership**
 - **Name of Certifying body**
 - **Dates obtained and expiration (if applicable)**
 - **Location (If province appropriate)**
- Any acronyms should be written out in full at least once in order to be understood by the person reviewing your resumé who sometimes may not be a specialist in your area. The ATS may also require the full word as well as the acronym.
- Certificates that you have been awarded for participating in free online courses such as Coursera/Udemy/LinkedIn learning could be included at the end of your resumé under the title Professional Development. If you have just completed the course and not attained the certificate then just mention the course.
- Some jobseekers will have a long list of certifications/micro credentials to be mentioned on a resumé while others may have very few or none at all. Include only those micro credentials that specifically relate to your job that you are applying for. Otherwise, you run the risk that the recruiter may miss out your most relevant credentials because they are mixed in with other unrelated information.

CIRCUMSTANCES TO CONSIDER WHEN WRITING A RESUMÉ

- No paid work experience
- International experience
- Career change

Demonstrating that your combination of skills, experience, and education are relevant to the job posting can be done regardless of whether you have **no paid work experience**, you have **international experience** or you are **changing careers**. The fact remains that your resumé can demonstrate the value you bring to the role and the significant contribution you can make. How you convey this information on your resumé: the headings you use, how you organize your information, what details you choose can all make the difference how your skills, education and experience are perceived by the employer.

How to Write a Resumé When You Have No Paid Work Experience

It may seem challenging to begin writing a resumé when you have had no paid work experience. But that does not mean you do not have skills that are relevant to the job you are applying for and you may even discover that you DO have experience too.

First, start by creating a list of your skills, include both transferable and industry-specific skills. You will be encouraged by how many skills you have that are relevant to the job posting. This is similar to the skills matching chart on page [3](#). Set this list aside for now. The important point of the exercise is that you are starting with your skills and knowing that you have what the employer is seeking.

Here is What You Can Include on Your Resumé

- Key skills learned in school
- Education and Academic Achievements
- Projects relevant to the job
- Training and Certifications
- Awards and Recognition
- Volunteer Experience
- Activities, sports and clubs

Notice that this list is similar to sections you may have seen on resumés of people who have paid work experience. **The difference here are the additional details you provide**; for example, in the Education section along with the name of your diploma or degree you would also list some courses and their **relevance to the job posting**.

Skills Section	Use the job posting to match the skills you learned in school (tip: review your learning outcomes) along with any transferable skills you acquired in any co-curricular activities, clubs or sports. It is important to demonstrate how you would apply these skills.
Education	In the Education section of your resumé, include relevant coursework. List up to 6 courses that are directly related to the job posting.
Projects	List any relevant projects you were part of during your time in school e.g. your capstone project, thesis, research project. Include: <ul style="list-style-type: none"> • project name and time period • brief description • achievement (i.e. outcome)
Training and Certifications	List the name or title of the training session and/or certificate that is relevant to the job posting, the date you received it, and the date it expires (if any).
Volunteer Experience	Include who you volunteer with (i.e. name of organization, program, etc.), what your role was, the dates or hours you volunteered and a brief description. Note: if your volunteer experience is related to the job you are applying to, you may want to include it under the heading “Related Experience.”
Activities, Sports and Clubs	List any activities or clubs that demonstrate skills (e.g. communication) or traits (e.g. positive attitude, work ethic, etc.)

How to Write a Resumé When You Have International Experience

International experience is valuable experience. Customize your resumé with achievements that match the job posting you are applying to and highlight specific details that are relevant to the role. For example, add various projects and academic achievements because they showcase your flexibility to deliver in a variety of work environments and demonstrate how your transferable and technical skills translate to the role you are applying to.

If you know many languages but they are not required for the role you are applying to then, like other skills that are not directly relevant to the posting, leave them off your resumé. However, if the job is linked to the additional language/s you are proficient in, then they should be given greater emphasis in the skills section i.e. higher priority on the list. Also, if you are multilingual and you are applying to roles that require interaction with customers and clients then add these languages to your resumé.

How to Write a Resumé When You Are Changing Careers

When changing careers, the most important thing to keep in mind is being clear of your new direction. Your resumé needs to focus on your new target role, your new industry-specific skills that you have acquired through the program you are currently enrolled in or graduated from. A future employer needs to know that you are qualified for a role that you have not had yet. Here is where it is important to refer back to your list of skills, this includes your transferable skills and your new industry-specific skills, to market yourself to your new career. This is where job postings for your target role become very important. You need to search through them, study them, and make sure you are highlighting the skills and qualifications that **you have** that the **employer wants**.

Recruiters and hiring managers are evaluating your qualifications against their criteria. Your resumé needs to demonstrate what value you will bring to the role and how you will help. To do this as a career changer requires a shift in thinking:

- **Research** and analyze the requirements of your target role
- **Rebrand** your skills-based resumé so that it relates to the job posting
- **Relate** your work experience to showcase achievements relevant to the job posting

If you are faced with any of these circumstances and are still unsure how to write your resumé, please book an appointment with a career coach through the [Hired Portal](#)

RESUMÉ FORMAT OPTIONS

There are different ways you can format your first section of the resumé particularly if you have several years of experience in your industry or specialized training. You could title it as **Profile** or **Professional Profile** or **Objective**. Below are 3 examples you may choose based on your preference.

Example 1:

Your Name

Street Address City, Province, Postal Code (address optional)

Telephone Number

Email address

LinkedIn (optional)

PROFILE

Management Professional with **Human Resources** experience in:

- Applying concepts of training and development, recruitment and selection and organizational behaviour directly through roles in HR management and training (working towards HRP designations)
- Handling all management and service aspects of business with operational budget of approximately 2 million dollars annually
- 2 or 3 bullet points should be added to match or include the qualifications listed in the posting

Example 2:

Your Name

Street Address City, Province, Postal Code (address optional)

Telephone Number

Email address

LinkedIn (optional)

PROFESSIONAL PROFILE

A mechanical engineering technologist and project management graduate with a solid background in metallurgy and manufacturing engineering. Able to provide leadership in a variety of high stress/rapid pace work environments.

Example 3:

Your Name

Street Address City, Province, Postal Code (address optional)

Telephone Number

Email address

LinkedIn (optional)

OBJECTIVE

Creating and using the header of **OBJECTIVE** is also an **option** and may be appropriate for **identifying part-time employment** or when the **job id #** is required or requested as directed in a posting.

If you choose to use this heading keep it direct and focused by simply stating the position and the company/organization and, if appropriate, the job id# to which you are applying.

SAMPLE RESUMÉ FORMAT

Your Name

Street Address City, Province, Postal Code (address optional)

Telephone Number

Email address

LinkedIn (optional)

PROFILE/ PROFESSIONAL PROFILE/ OBJECTIVE

Please choose the one heading option that is relevant to your situation. Avoid using all of them in the same resumé. Alternatively, if you prefer, you can choose to omit this section heading entirely and start your resumé with the Relevant Skills section.

RELEVANT SKILLS (can also be called Summary of Qualifications/ Highlights of Qualifications)

- Bullet points, maximum of eight is preferable, one to two lines each, **relevant to the posting**
- Include both **industry-specific (hard) skills** and **transferable (soft) skills** to highlight your strengths
- For ideas of keywords or skill sets specific to your industry, review the Course Specific Learning Outcomes sections within your course outlines
- Use a different skills level statement (see page 4) for each point to describe your skills and knowledge. Technical skills are ideally listed first within this section

Example:

- Solid mathematical skills to determine precise measurements and ensure accuracy of any project or design plan (industry-specific skill)
- Able to support and achieve team goals and targets in a fast-paced customer service environment (transferable/soft skill)

EDUCATION

Program of Study Certificate, Diploma, Advanced Diploma, Degree

Dates of education

Name of School, City, Province

- List most recent education first and continue in reverse chronological order
- Consider including three to five college course titles relevant to the job; you may also want to include a brief description of major projects you have completed
- You may also include your GPA (out of 5.0 at Durham College) and/or if you made Honour Roll

RELATED EXPERIENCE

- Include field placement and/or volunteer experience that is related to your field, paid or unpaid
- See formatting listed below:

Title of Position

Dates of Employment

Name of Employer, City, Province

(Duration in years, use months if less than two years)

- Describe the most relevant job accomplishments

ADDITIONAL EXPERIENCE

- Add any additional work experience which may not be related to your field such as part-time or summer jobs. Use the same format as above, and describe your transferable skills rather than your job duties

OPTIONAL SECTIONS: Volunteer Experience / Professional Development / Awards / Achievements/ Projects

SAMPLE RESUMÉ

KELLY STEVENS

123 Main Street, Oshawa, ON, L1H 1K0

905-555-1234

kstevens@gmail.com

SUMMARY OF QUALIFICATIONS

- Over 2 years accounts receivable experience in both retail and not-for-profit settings
- In depth knowledge of monthly bank reports and general ledgers
- Skilled in preparing cash receipts and managing delinquent accounts
- Experience in accurately managing accounting documents and files
- Proficient in ACCPAC Plus, QuickBooks, and Microsoft Office 2013 (Excel, Access, Word)
- Proven ability to work well in a team by assisting team members during peak hours
- Demonstrated effective verbal and written communication skills when consulting with clients
- Proven problem-solving skills developed through customer service experience

EDUCATION

Business Administration - Accounting Advanced Diploma

Graduated April 2021

Durham College, Oshawa, ON

- Cumulative G.P.A. 4.2 out of 5.0 (equivalent to A) with Honour Roll standing for six consecutive semesters
- Studied cost accounting, economics, intermediate accounting, statistics, business law and taxation

RELATED EXPERIENCE

Accounting Clerk (field placement)

April 2021

Mills Buick GMC, Oshawa, ON

- Completed 140 hours of field placement assisting in accounts payable and receivable
- Entered invoices into the computer system to maintain detailed records
- Produced cash distribution cheques accurately and on time
- Managed weekly payroll for 45 salaried and hourly employees

Peer Tutor

2019 – 2021

Durham College, Oshawa, ON

- Tutored students in accounting and business to enhance their knowledge of key concepts
- Demonstrated effective teaching skills resulting in improved grades by up to 30%

KELLY STEVENS

123 Main Street, Oshawa, ON, L1H 1K0

905-555-1234

kstevens@gmail.com

Financial Assistant (Volunteer)

2017 – 2018

Durham River Watchers, Pickering, ON

- Prepared financial statements for audit
- Tracked accounts receivable and payable to ensure financial solvency
- Completed income statements and balance sheets to present to board of directors quarterly
- Presented audited financial statements to membership and board at the Annual General Meeting

Accounts Receivable Clerk

2016 – 2017

Leon's, Whitby, Ontario

- Maintained sound understanding of the accounts receivable process
- Completed bank reconciliation statements and prepared consolidation financial statements
- Resolved discrepancies in customer accounts quickly and accurately
- Responded to and investigated customer queries, providing thorough information related to billing and payment terms
- Entered invoice data into in-house computer database system

ADDITIONAL EXPERIENCE

Car Care Attendant/Cashier

2015 – 2016

Magic Car Wash, Oshawa, ON

- Recognized for consistently providing effective customer service
- Performed closing and lock up operations to ensure security compliance

Stock Clerk

2013 – 2015

Bulk Barn, Oshawa, ON

- Provided effective customer service and support to encourage repeat business
- Merchandised products to increase sales
- Ensured the cleanliness of store and customer safety
- Rotated stock to reduce wastage costs

SAMPLE RESUMÉ – PART-TIME WORK

Vicki Wan

647-555-1212

999-888 Maple Leaf Street, Bowmanville, ON, L1H 9K2

vwan@gmail.com

OBJECTIVE

To obtain part-time employment in Customer Service.

HIGHLIGHTS OF QUALIFICATIONS

- Use strong communication skills to determine customer needs and effectively resolve customer concerns
- Able to work with the team to meet sales targets and business goals, while also completing independent tasks in a timely manner
- Creative, resourceful and work well under pressure
- Able to remain calm when dealing with difficult or distressed customers
- Organized with demonstrated experience completing multiple project deadlines
- Proven ability to work shifts, including evenings and weekends

WORK EXPERIENCE

Clerk / Cashier 2018 - Present

Mr. Sub, Oshawa, Ontario

- Awarded “Staff Person of the Year” in 2019 for delivering superior customer service
- Conduct inventory checks to ensure adequate supplies are on hand
- Demonstrate leadership skills by training and guiding new staff in learning their roles
- Follow workplace safety guidelines and safe food handling policies

Sales Associate 2016 - 2018

Reitman’s, Pickering, Ontario

- Provided effective retail customer assistance
- Monitored stock levels and updated report tracking system for use by management
- Maintained store displays and merchandised for seasonal sales promotions

VOLUNTEER EXPERIENCE

Computer Tutor 2014 - 2016

John Howard Society, Oshawa, Ontario

- Tutored up to 14 children and young adults in the use of Microsoft Office 2013
- Demonstrated patience and friendliness while helping users develop new skills
- Worked without supervision while tutoring users in groups of up to 8 participants

EDUCATION

Law Clerk Advanced Diploma 2019 - 2021

Durham College, Oshawa, Ontario

- Completing second year of three-year program
- Cumulative GPA 4.1 / 5.0; awarded Honour Roll in two consecutive semesters

SAMPLE RESUMÉ – GRADUATE

Josh Banter

112 Strat Street, Oshawa, ON, L2R 4T5 | 905.555.3453 | j.banter@gmail.com

OBJECTIVE To obtain the Electrical Apprenticeship (Job # 55-430) with Ontario Power Generation (The objective was included in this resum  as it allows the writer to add the job id # that would be required for OPG applicant screening processes)

HIGHLIGHTS OF QUALIFICATIONS

- Sound knowledge of safety in the workplace including WHMIS, Fall Arrest and Lock Out/Tag Out certifications
- Ability to read and interpret blueprints and schematics
- Advanced mathematical skills and ability to apply to trade
- Hands on experience piping, threading, wiring circuits and bending conduit
- Proven computer skills including AutoCAD, Microsoft Office
- Demonstrated report writing and verbal presentation skills
- Physically fit and able to lift heavy objects
- Open to shift work and available holidays and weekends

EDUCATION

Electrical Engineering Technician Diploma

Graduated April 2021

Durham College, Whitby, ON

- Topics studied include: Construction Safety, Instrumentation, Programmable Logic Control, Math and Communications
- Achieved Honour Roll standing in final semester

WORK EXPERIENCE

Stock Clerk

2018 - Present

Bulk Barn, Oshawa, ON

- Provide effective customer service and support to the general public
- Merchandise products to increase sales
- Ensure the cleanliness of store and customer safety

Delivery Driver

2017 - 2018

Domino's Pizza, Oshawa, ON

- Sanitized kitchen area and ensured safe food handling
- Adhered to strict drivers' safety rules and regulations

For assistance in preparing a resumé, book an appointment with Career Development:

Book an appointment online at **Hired** (<http://hired.durhamcollege.ca>)

Virtual appointments available via MS Teams

Oshawa campus: Student Services building, SSB 212

Whitby campus: Room 103B (Beside Enrolment Services)



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