

# Build Your Best Resume: A Workshop for Job Seekers and Caregivers

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This content is solely for informational purposes. We encourage users to conduct their own research and use personal judgement when making decisions based on the information provided.

# What is a resume?

A resume is a document that summarizes your qualifications, skills, work experience, education, and other relevant information.

# What is a resume used for?

- A resume is primarily used to apply for jobs.
- When you apply for a job, the resume is your way of introducing yourself to an employer.
- It gives them an overview of your background and why you might be a good fit for the role.

# What do I put on a resume?

When writing a resume, it's important to include sections that show your qualifications and make it easy for employers to see if you are a match for a position.

# What do I put on a resume?

- **Contact Information:** Name, phone number, email address, and sometimes your address or city & state you live in.
- **Work Experience:** Make a list of your previous jobs (most recent first). Include your job title, company name & location, dates you worked there, and briefly describe what you did, focusing on accomplishments and results. Use bullet points and action verbs.
- **Example**
  - Cashier**| ABC Company, New York, NY | June 2018 – Present
    - Accurately handle cash, credit, and debit card transactions.
    - Scan and ring up items using point-of-sale system.
    - Greet customers warmly and assist them with questions.

# What do I put on a resume?

- **Certifications and Awards:** Any certifications, licenses, or honors you've earned.
- **Volunteer Work or Projects:** Include any volunteer experience if it relates to the job you are applying to. This can show more skills you have or show your commitment outside of work.

# What do I put on a resume?

- **Education/Training:** Information about your education (high school, associate's degree, bachelor's degree, first aide, food safety) and where you earned it from.

Example: **High School Diploma** | University of XYZ | New York, NY

- **Skills:** List skills you have that are important to the job you're applying for. These can include both **hard skills** and **soft skills**.

# What are my skills?

- **Focus on Your Strengths**
  - **Skills** that are strong for you
    - Examples:
      - Attention to detail
      - Analytical thinking
      - Creativity
      - Problem-solving
  - **Specific tasks** that highlight your abilities.



# What are my skills?

- **Review Past Jobs and Projects you worked on:** Think about the tasks you've done in previous positions, school, or volunteer roles.
  - What specific duties did you perform?
  - What skills did you use to complete these tasks?
  - For each role, identify what you accomplished and describe them with concrete examples.
- **Assess Your Education and Training:** Think about skills gained through formal education or specialized training programs. If you've taken online courses or attended workshops, include any relevant skills learned.
  - Did you obtain any certifications?
  - Did you learn another language?

# What are my skills?

- **Hard Skills-** Specific, teachable knowledge you gained through education, training, or experience.
  - Microsoft Office Proficiency
  - Data Entry
  - Project Management
  - Scheduling
  - Cashiering
  - Budgeting

# What are my skills?

- **Soft Skills-** qualities that show you can work well with others, adapt to different situations, and contribute to a positive work environment.
  - Verbal & Written communication
  - Teamwork & Collaboration
  - Problem Solving
  - Flexibility
  - Attention to Detail
  - Time Management
  - Customer Service

# What are my skills?

- **Assess on Your Strengths**

- **Self-Assessment:** Think about what comes naturally to you. Are you great at organizing tasks, leading teams, or troubleshooting problems? These are important skills that can be highlighted.
- **Seek Feedback:** Ask colleagues, mentors, or friends to give you feedback on your strengths and skills.
- **Skill Assessments:** Websites like LinkedIn or platforms like Coursera, Udemy, and Khan Academy often have quizzes and tests to assess your proficiency in various skills.
- **Skill-based Resume Builders:** Some online resume tools help you identify skills based on experience and education.

# How do I explain my skills & experience?

- **Action Words**

Assisted

Communicated

Initiated

Supported

Wrote

Advised

Served

Increased

Presented

Informed

Led

Scheduled

Organized

Coordinated

Managed

Prepared

Handled

Helped

Sold

Delivered

Solved

Engaged

Created

Surpassed

# How do I explain my skills & experience?

- **Many employers use resume screening:** Computer systems that automatically scan and filter incoming resumes and applications based on keywords, skills, and experience. This helps HR teams quickly identify qualified candidates. These are called Applicant Tracking Systems (**ATS**).
- **Action Words:** Use action words that go along with the specific role you are applying for. Make sure your skills match the job description.

# How do I explain my skills & experience?

- **Emphasize skills:** If the role emphasizes certain skills (e.g., project management, data analysis), highlight those on your resume.
  - Try to match your skills with the job requirements, and don't forget to back them up with concrete examples of how you've used them in past roles!
  - Try to use the same skill words on your resume as you see in the job posting.

# How do I explain my skills & experience?

## Job Posting

- **Responsibilities**

- Provide timely and professional support to customers via phone, email, and chat.
- Resolve customer complaints & issues with a focus on customer satisfaction.
- Document interactions and follow up on outstanding issues.
- Work Closely with other departments to improve overall customer experience.

- **Required Skills**

- Excellent communication (verbal & written)
- Strong problem-solving skills
- Familiarity with CRM systems (e.g. Zendesk)

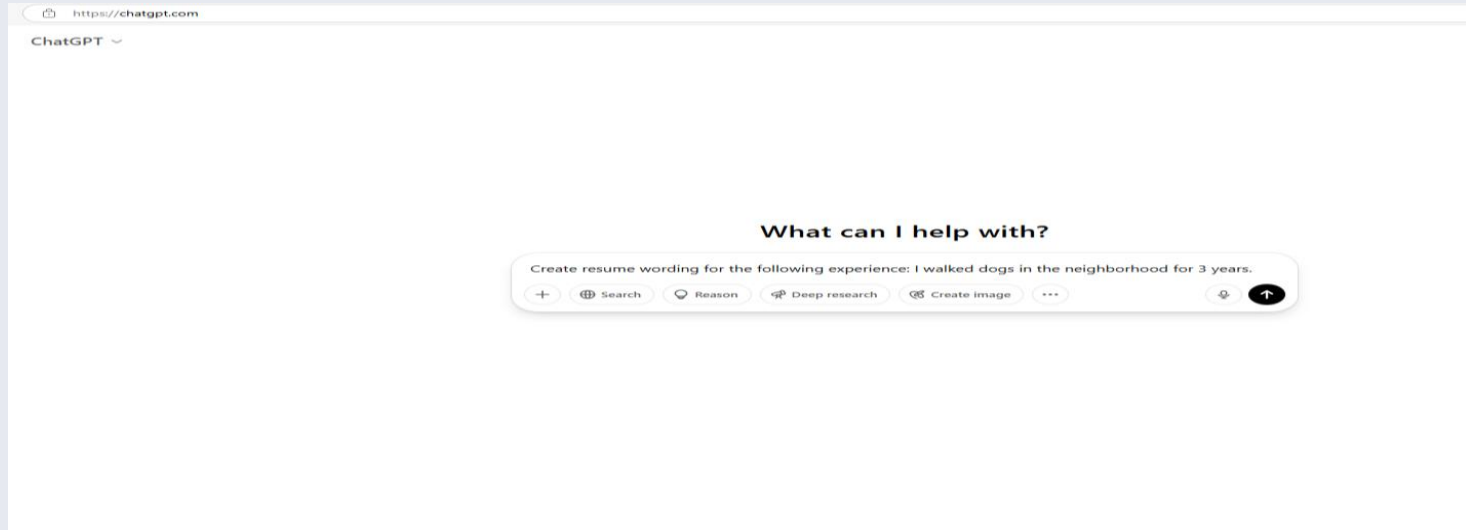
## Skills & Competencies

- **Customer Support:** Provided outstanding support through phone, email, and chat to resolve customer inquiries and concerns.
- **Communication:** Excellent verbal and written communication skills; able to clearly explain solutions to complex issues.
- **Problem Solving:** Effective at identifying problems and providing timely, efficient solutions, maintaining customer satisfaction.
- **CRM Proficiency:** Experienced with using CRM systems such as Zendesk and Salesforce to track and resolve customer concerns.



# How do I explain my skills & experience?

- **Use AI:** If you are having difficult putting your skills or experience into strong wording, consider the use of ChatGPT.



# How do I explain my skills & experience?

## Experience / Skill

- I walked my dog in my neighborhood for 3 years.

## Resume Wording

- Built and maintained relationships with pet owners, ensuring clear communication and satisfaction.
- Ensured pets' safety and well-being during walks.
- Demonstrated strong time management and reliability, coordinating multiple dog walks per day in different locations.

# How do I explain my skills & experience?

## Experience / Skill

- I volunteered at a summer camp and did activities with the campers.

## Resume Wording

- Helped supervise a group of campers and their active participation in all activities.
- Participated with campers in group activities, including arts and crafts, sports, and team building exercises.

# What should my resume look like?

- 1 page (2 pages at maximum)
- Use easy to read font.
  - Something like this (Times New Roman, Arial, Calibri, Tahoma).
  - *Avoid font like this.*
  - Black font, content size is generally 10-14, headers can be larger font.
- No spelling or grammar errors.

# What should my resume look like?

- Avoid giving too much information.
- Be as descriptive as you can be.
- Be clear and direct.
- Use bullet points instead of paragraphs.

# What should my resume look like?

- Sample Resumes – can you spot the differences?

# What should my resume look like?

- **Chronological:** Lists work experience (in order) starting with the most recent job and going backward.
  - **Best for:** Individuals with a strong work history in one field or industry.
  - **Doesn't work well** if you have gaps in employment or are changing careers.

# What should my resume look like?

- **Sample Chronological Resume**



# What should my resume look like?

- **Functional:** Focuses on skills and qualifications, rather than a chronological work history. Employment history is often listed at the bottom.
  - **Best for:** Career changers, those with gaps in employment, or those with varied job experience.

# What should my resume look like?

- **Sample Functional Resume**

# What should my resume look like?

- **Sample High School Graduate & Student Resumes**

# Where can I get resume writing help?

- **Resume builders**

- Indeed
- Free courses on Coursera & LinkedIn Learning
- Canva
- Zety
- Grammarly's AI writing assistant
- BeamJobs
- Teal's AI resume builder

- **Free templates** (Google Docs, Indeed)

- **Career services** and professional resume reviewers

- **State Vocational Rehabilitation Services**

- **Local American Job Center**

# Questions?

## Thank you!