

Résumé Writing



Workshop Outcomes



- Use the 'SAVE' Model to identify skills relevant to the job
- Adapt your résumé based on a specific posting
- Develop a master cover letter

Using the 'SAVE' Model to Apply for a Job



SKILLS

- What **skills** does the job require? Which ones do you have? How have you used them in the past? How can you use them in this job?

ATTITUDE

- What is your work ethic and how does it relate to the job?

VALUES

- What are the organization's **values**? Are they consistent with yours?

EXPERIENCE AND EDUCATION

- What **experience** and/or **education** do you have and how does it apply to the job?

Résumés



Name

Street • City, State Zip • Phone • Email

JOB OBJECTIVE

Very concisely state what job you would like next.

SUMMARY

- Write three or four bullet statements that summarize why you would be good at your job objective. Each statement should be no longer than two lines.
- Your statements should highlight your relevant strengths such as experience, skills, community service, and personality traits.
- Prioritize the statements in this section so the most relevant one comes first.

PROFESSIONAL EXPERIENCE

COMPANY NAME, City, State, 20xx-present

Job Title

- Write two or more bullet statements about the work you performed on this job and what you learned or accomplished that's relevant to your job objective.
- Quantify results of your accomplishments when possible and appropriate; refer to how you positively affected the organization, the bottom line, your boss, co-workers, or customers.
- Mention on-the-job awards or commendations you received that relate to your job objective.

COMPANY NAME, City, State, 20xx-xx

Job Title

- Write two or more bullet statements about the work you performed on this job and what you learned or accomplished that's relevant to your job objective. Follow the tips mentioned above.
- Prioritize the statements under each Job Title section so the most relevant one comes first.

COMPANY NAME, City, State, 19xx-xx

Job Title

- Write two or more bullet statements about the work you performed on this job and what you learned or accomplished that's relevant to your job objective. Follow the tips mentioned above.
- Prioritize the statements under each Job Title section so the most relevant one comes first.

EDUCATION

Degree, Major [if relevant], 20xx
School, City, State

COMMUNITY SERVICE

Organization, Position held, 20xx-present
Organization, Position held, 20xx-xx

TONI BURNS, MBA

6684 Baca Grande Drive
Albuquerque, New Mexico 87101
505-555-1212 / trburns@net.net

QUALIFICATIONS

Business Analyst with superior analytical skills applied to contract negotiations, business processes, data collection and management for major health providers, including *Health First*. Consistently promoted to positions of increased responsibility, advancing three times within a one-year period. Excellent communicator with fluency in English and Spanish. Proven leadership in training employees and conducting formal presentations to all levels of management. Outstanding academic credentials in business, international management, and analytical finance.

SELECTED ACCOMPLISHMENTS

- ◆ Completed contracting for 6,000+ providers within 6 months for CHAMPUS contract.
- ◆ Improved production 20% through the establishment of department production standards.
- ◆ Launched marketing department for the State of New Mexico.

PROFESSIONAL EXPERIENCE

Financial & Business Analysis

- ◆ Performed complex analyses for system-wide negotiations, projections, and line-of-business reviews in addition to analysis of population distribution, claims/utilization, and cost.
- ◆ Identified, collected, and organized data from multiple sources for input into monthly, quarterly, annual, and ad hoc reports provided to contracting/finance departments and senior management.
- ◆ Designed and implemented database applications used in contract rate and risk management analysis as well as the identification and correction of data errors and discrepancies.

Management & Supervision

- ◆ Analyzed, interpreted, and resolved claims with authorization for payments up to \$75,000.
- ◆ Directed activities of 40 claims analysts at a large project site.
- ◆ Interacted daily with enrollment, claims, utilization/quality management, and customer service to resolve provider issues.

EMPLOYMENT HISTORY

HEALTH FIRST, Albuquerque, New Mexico <i>Manager, Contract Analysis/Senior Financial Analyst</i>	1997-2003
FEDERAL HEALTH SERVICES, Albuquerque, New Mexico <i>Manager, Provider Relations</i>	1994-1997
CROSS HEALTH CARE, Albuquerque, New Mexico <i>Risk Analyst</i>	1993-1994
GROUP SERVICES, Albuquerque, New Mexico <i>Senior Claims Analyst/Project Manager</i>	1990-1993

EDUCATION

GRADUATE SCHOOL OF BUSINESS, Albuquerque, New Mexico
Master of Business Administration, 1992
NEW WEST UNIVERSITY, Albuquerque, New Mexico
Bachelor of Arts in Business, 1989

Chronological résumé

Functional résumé

Types of Résumés: Chronological

- **Chronological**

- Most popular format and employers generally prefer it
- Lists work history in order from most recent
- Emphasizes previous experience and the skills gained



Types of Résumés: Functional



- **Functional**
 - Emphasizes skills and experience, rather than work history
 - Lists skills relevant to the position, followed by work history
 - Ideal for people in the midst of career transition or with gaps in their employment history



Types of Résumés: Combination



- Combination résumés highlight skills and accomplishments while downplaying job titles, past employers, and time spent at a job
- These résumés are best for mid-career professionals and people with long work histories
- Combination résumés (aka hybrid résumés) combine aspects of chronological and functional résumés



Writing a Résumé



- Résumés highlight knowledge, skills, and experience
- Résumés must be accurate and should include:
 - Name, address, phone number, email
 - Career objective (i.e. To obtain a position as a...)
 - Highlights of Qualifications (also known as Summary of Skills)
 - Work History (also known as Professional History)
 - Education (High School, College, and/or University)
- Résumés should not be more than two pages
- Include three to five bullet points per heading



Writing a Cover Letter



- Review the job posting and identify the three most important requirements (e.g. analytical, interpersonal, and project management skills)
- Describe when (duration), where, and how you've demonstrated these skills, with examples if possible
- Begin each paragraph with a clear topic sentence
 - I have managed staff teams within an institution; across research consortia and have collaborated in national and international research teams.
- Paragraphs should be three to four sentences long

Thank you for your time and best of luck!



NEWCOMER WOMEN'S
SERVICES TORONTO