



RESUME WRITING



GOALS

Learners will be able to-

1. Understand the importance of job applications and resumes in business communication.
2. Identify the skills and abilities that are required for a particular career option.
3. Relate their own abilities to the skills and abilities required for a job and assess whether they are suited to the profile.
4. Use a premeditated process to plan their career. They will make use of self- assessment, personal development and a career portfolio as a way to gain initial admission into the workplace.
5. Exhibit job- seeking skills.

LEARNING OBJECTIVES

- ◆ Identify the various types of resumes.
- ◆ Identify the different elements that are needed in a resume.
- ◆ Create a complete resume representing their skills, experience, and educational background.
- ◆ Practise writing a resume using a suitable format.
- ◆ Write a suitable cover letter to support the resume.



INTRODUCTION

A **resume** is a document that introduces you i.e. the applicant to your prospective employer or trainer. It tells them who you are, what you have done, and why they should hire you. There is no need for a trainer or an employer to know absolutely all there is to know about you. What you need to show or tell them is that you are suited to the course or job, i.e. you possess the skills, knowledge, understanding, and personality traits needed for it. Therefore, it is of extreme importance that you choose what you write in your resume wisely. While drafting your resume pick out those of your skills that are most suited for the position you are applying for and present them in a manner that allows the prospective employer or trainer to evaluate them quickly and easily.

The importance of a good resume must never be underestimated. First impressions are important. The first impression that you make on a prospective trainer or employer depends on the content and presentation of your resume. In this increasingly competitive job market, it is imperative that your resume makes an impression and gives you the best possible chance of getting the employer's or trainer's attention.

However the resume is incomplete without a cover letter. A **cover letter** is a letter that accompanies the resume and reflects your knowledge of the employer or trainer. Its purpose is to introduce you to an organization, convey your interest in the company or a specific vacancy, and draw attention to your resume. Since this letter is often the first contact you have with a prospective employer or trainer, a neat, concise, well-written letter will increase your chances of getting an interview.

Format of a Resume

There are different formats that you can choose from, when deciding on how your resume should be displayed:

1. A chronological resume

The chronological resume format is the most commonly used. **It lists your most recent work or education history in reverse chronological order i.e.** With your most recent work or education history is listed on top. This type of resume places more emphasis on your job titles and your employment history over your skills.

Chronological resume format, with subheadings for students:

- Name and contact details
- Objective Summary
- Academic Qualifications and Achievements
- Co-curricular Achievements
- Training Programs attended/completed
- Strengths
- Interests/Hobbies/ Skills (optional)
- Personal Details

Chronological resume format, with subheadings for job applicants:

- Name and contact details
- Objective summary
- Career summary
- Professional experience
- **Company 1**
 - Job title
 - Responsibilities/Achievements
- **Company 2**
 - Job title
 - Responsibilities/Achievements
- Educational Details
- Hobbies / Interests / Skills (optional)
- Personal Details

2. A functional resume

The functional or skill-based resume **places more importance on your skills and accomplishments**. Job titles and where you have worked previously take on secondary importance. These resumes showcase your skills and experiences and are most suited for people who have gaps in their career. This type of resume is also ideal for fresh graduates, who are new to the workforce, or are looking to change career paths, or are applying for a job with very specific requirements and characteristics in mind.

3. Combination resume

A **mix of the chronological and functional formats** is known as combination resume. They consist of a sequential list of a person's employment and educational history. It also includes a section that focuses on skills. This kind of resume is best suited for people who want to highlight their employment history. **A combination resume begins with the functional format and finishes with information of employment history which provides details of organisations one has worked for with dates.**

However, regardless of which type of resume you chose, they must include as much of the following information as possible:

- *Contact Information* – It is extremely important to supply your contact details on your resume. Do not forget to include your mailing address, telephone or mobile number and your email address.
- *Career Profile* – A brief summary of your skills and areas of expertise should be included to give the potential employer an idea as to what you can do.
- *Work Experience* – As much as possible, include all your work history experience, detailing the company, job title, responsibilities and the dates of the companies where you are currently working or previously associated with.
- *Education* – Include details of your education, including licenses or certifications you have acquired.
- *Skills* – Mention any relevant skills in terms of software and hardware systems and other technical skills.

Points to remember while writing a resume:

- **Keep the format simple** and readable.
- Restrict your resume to minimum number of pages. There is nothing called an ideal length to a resume, so try to **keep it short and crisp** to avoid boring your prospective employer or trainer.
- Clearly **state your objective**. Do not use a broad objective statement.
- Provide correct information. **Avoid exaggerations and untruths** as the employers or trainers may verify what is written in the resume.
- **Organise the information in a manner that flows logically**, either from academics to job experience **for Resume Writing**.
- **Tone should be neutral**; no bias towards any community/religion.
- Ensure there are **no grammatical errors**.
- **Highlight your achievements** instead of responsibilities.
- Unless asked for, **do not mention the expected salary** in the resume.

Sample 1 (Chronological Format)

Aditya Bhattacharya

822, SFS Flats, Santa Cruz

Mumbai - 220045

Phone: 98XXXXXXXX

Email: adi.bhattacharya@abc.com

OBJECTIVE:

To be associated with an organisation that will offer to me tremendous opportunities for growth in career and provide a challenging environment that will utilise my accounting skills and abilities to the maximum.

SUMMARY:

- More than 13 years of experience in both practical and managerial aspects of the job.
- Possess a flawless understanding of fundamental concepts in accounting.
- Exceptionally good at application of accounting concepts in a varied manner. Extensive experience in accounting practices to explore the various facets of the economy.
- Excellent communication and comprehension skills.
- In-depth knowledge of foreign policies and trade policies followed by various nations across the world.

EXPERIENCE:**2004 – PRESENT CHARTERED ACCOUNTANT**

Audit and Taxation Department

XYZ & Associates,

Bandra, Mumbai

- Dealing with different clients to understand their trading scopes and status of accountings.
- Managing their financial systems and budgets.
- Performing periodic financial audit for.
- Preparation of reply to notices of Income Tax Authorities.
- Preparation of Sales Tax, Service Tax and Wealth Tax Returns of various clients.
- Conducting regular meetings with the senior management.
- Providing expert financial advice for the decision making process.

2001 – 2004 INTER QUALIFIED CHARTERED ACCOUNTANT

Direct Taxation Department

Goel & Associates Chartered Accountants

Pitam Pura, Delhi.

- Worked as a core team member of engagement teams for statutory audits, and Tax Audits to clients across varied sectors of the industry.

- Independently handled assignments and maintained liaison with clients.
- Prepared financial statements of various companies and firms.

EDUCATION:

2004	CA – FINAL ICAI, Mumbai
2001	CA PCE ICAI, Delhi
1998	CA CPT ICAI, Delhi
2000	B.Com. (Pass) Hansraj College Delhi University
1997	Class XII (CBSE) K. D. Public School Shalimar Bagh Delhi
1995	Class X (CBSE) K. D. Public School Shalimar Bagh Delhi

SKILLS:

- Well versed with MS Office
- Working knowledge of Tally
- Completed compulsory 250 hrs of Computer Training as per ICAI curriculum schedule.
- Updated with all the latest computer applications and softwares.

PERSONAL DETAILS:

Date of Birth	15 July, 1980
Marital Status	Married
Languages Known	English, Hindi, Bengali, Marathi
Permanent Address	822, SFS Flats, Santa Cruz Mumbai - 220045

DECLARATION

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date:

Place:

(Aditya Bhattacharya)

Sample 2 (Functional Format)

DAVID ALTER

Phone: 917 – XXX – XXX

Email: davidalter@gmail.com

Address: 98 Green Meadows, Mangalore, Karnataka.

Birthday: September 3, 1993

CAREER OBJECTIVE

Seeking a challenging career with a progressive organization that provides an opportunity to utilize my technical skills & abilities in the field of information technology (IT).

TECHNICAL SKILLS

- Hardware troubleshooting
- Network troubleshooting
- Programming (Java, C++, Visual Basic, Android Programming Language)
- Microsoft Office (MS Word, Excel, Powerpoint, Internet, etc)
- Adobe Creative Suite (Photoshop, InDesign, After Effects, Dreamweaver)

PERSONAL SKILLS

- Excellent written and verbal communication skills
- Highly organized and efficient
- Ability to work independently or as part of a team
- Proven leadership skills and ability to motivate

EDUCATION

B.Tech in Information and Communications Engineering (2010 – 2014)

M.J. Institute of Technology

Boni Avenue, Mangalore, Karnataka

ACHIEVEMENTS/RESPONSIBILITIES

- President, Association of Computer Students (2013 - 2014)
- Lay-out Artist, The M.J. Student Magazine (2012 - 2014)

PRE-PROFESSIONAL EXPERIENCE

Technical Support Intern - IT Department

ABC Business Services, Mangalore, Karnataka (June 2013 – Feb 2014)

- Provided Level 1 support, handled troubleshooting and maintenance as well as monitoring and deployment of IT

REFERENCES:

Will be provided upon request.

DECLARATION

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date:

Place:

(David Alter)

Sample 3 (Combination Format)**RAGHAV SHETTY**

1207, Minto Road

Pune, Karnataka.

Tel: 954XXXXXXX / email: r_shetty@ymail.com

CAREER OBJECTIVE

Seeking to work for a progressive organisation at the post of a **Laboratory Technician, Junior Technologist or Quality Control Assistant** within the Food Processing, Pharmaceutical or Chemical Manufacturing industry which will provide opportunities to utilize my skills & abilities.

SUMMARY OF QUALIFICATIONS

In-depth understanding of the manufacturing process of Foods and Pharmaceuticals including Research, Product Testing, In-Process Control, Production Planning, Process Operations, Statistical Quality Control, Experimental Techniques, Product Development and Technical Documentation.

Have a hands-on training and laboratory experience along with the competency to conduct detailed experiments and testing, interpret their results and prepare written reports for them.

I am an enthusiastic, industrious and creative individual and possess strong analytical, investigative, decision making, and communication skills.

EDUCATION

JINDAL COLLEGE OF APPLIED ARTS

Pune, Maharashtra.

B. Tech in Food and Drug Technology (3 year Undergraduate Programme)

Major Areas of Study:

- Practices of Food Manufacturing
- Processing Operations
- Statistical Quality Control
- Pharmacology
- Analytical Chemistry
- Food Science & Nutrition

OVERVIEW OF SKILLS AND EXPERIENCE ACQUIRED THROUGH TRAINING

- Carried out detailed analysis of foods utilising modern instrumentation.
- Identified possible risk factors such as toxins, contaminations and foreign bodies using practical applications of microbiology in testing pharmaceuticals and foods.
- Carried out tests on numerous products in a laboratory for quality and product substitution.
- Studied in depth about the rules and regulations that control the market.

- Employed techniques of analysis involving electrochemical, spectroscopy, gas chromatography, and high-pressure liquid chromatography (HPLC).

EMPLOYMENT EXPERIENCE

JB CHEMICALS, Pune, Maharashtra 2005 - 2017

Sales Manager (full – time)

- Ensured that excellent service was provided to customers after identifying their needs and providing appropriate product information.
- Tracked, recorded and verified the shipping of products from warehouses across the country.
- Was awarded “Most Promising Employee” and “Pinnacle Award” for reliability and commitment to delivering great customer service.

COMPUTER SKILLS

- Proficient in the use of advanced testing instruments including XYZ Testing Suite.
- Expert in the use of Microsoft Word, Excel and PowerPoint.
- Possess the ability to quickly and independently learn new computer applications.

REFERENCES

Available upon request

DECLARATION

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date:

Place:

(RAGHAV SHETTY)

Format of a Cover Letter

Since a cover letter is just as important as a resume, it must be drafted with care. A cover letter must give the recipient a reason to be interested in you. It must also explain why you are interested in the position and the organisation.

Cover letters / Job applications a type of formal letter, therefore, they follow a similar format. Given below is a basic outline for the cover letter.

Sender's Address

Date

Designation / Name of Addressee

Address of Addressee

Salutation

Subject

Content

1. Introduction:

The lead sentence should **state the position you are pursuing**. Also **mention how you learnt about the opportunity** or the company.

2. Body:

Highlight the most relevant skills and experience from your resume. This section of your cover letter should contain a detailed description of what you can offer to the company. Therefore, you must **make strong associations between your capabilities and the requirements mentioned in the job description**. Highlight and explain clearly how and why your skills and experience make you a suitable candidate for the job. You must also develop the information in your resume; don't just repeat it, expand on it. You should try to support each statement you make with some evidence. Use several shorter paragraphs rather than one large block of text.

Explain why you are interested in the job, and convey your awareness of what the company does to show that you have done careful research already.

3. Conclusion:

Conclude your application letter by thanking the employer for considering you for the position. **Include information on how you will follow-up**, when can an interview or face-to-face interaction be fixed.

Complimentary Close

Signature

(Name in Capital letters)

Sample

B-343, Second Floor
Indira Nagar
Lucknow, U.P.
kavita.verma@abcmail.com

July 20, 20XX

H.R. Manager
Air Atlantic
237, Safdarjang Enclave
Delhi

Dear Ms. Gurung

SUBJECT: Application for the post of Flight Attendant

This is with reference to your advertisement in 'The Times of India' dated July 15, 20XX for the post of flight

attendant in Air Atlantic. I wish to apply for the same. I am confident that my dynamic customer service and teamwork skills will make me a strong member of your crew.

My extensive experience in the customer service industry has taught me the value of providing positive, individualized service to all customers. As a restaurant host, I made sure to promote each guest's comfort and well-being. As an award-winning sales representative, I worked one-on-one with customers to ensure that all of their questions about products were answered and that each customer felt listened to. I would bring this positive energy and hospitality to my job as a flight attendant at Air Atlantic.

My experience and strength as a team player will also make me a strong crew member. As a host, I had to be in constant communication with the wait staff, the kitchen, and the management. My positivity and clear communication skills helped strengthen our team's efficiency and sense of community.

I know I would be an integral part of the dynamic crew at Air Atlantic.

I would love the opportunity to speak with you about how my skills and experience would make me an asset to your flight crew. I will call you in a week to discuss how I can contribute to Air Atlantic. Thank you so much for your time and consideration.

Sincerely

Kavita

(Kavita Verma)

Points to remember while writing a cover letter:

- **Use correct format** i.e. the format of a formal letter.
- **Do not repeat information** provided in your resume.
- Keep it **short** and to the point.
- **Mention** what **post or course** you are applying for.
- Explain why you are interested in the job/course and the company/institution.
- **Draw attention to your suitability** for the post.
- Lay the groundwork for further contact.

Exercises

- Q1. You are Mitali / Mitanshu Joshi, a resident of Green Park, New Delhi. You have recently come across an advertisement from NDTV in The Hindustan Times for the post of a senior journalist. Draft a resume along with a cover letter in response to the advertisement.
- Q2. You are Suresh/Smita. You come across the following advertisement in a national daily. You consider yourself suitable and eligible for the post. Write an application in response to the advertisement. Attach your resume.

Applications are invited for the post of a Nursery teacher in a reputed school of Delhi. The candidate must have at least 5 years' experience of teaching tiny-tots. The applicant must have a pleasant personality.

He/she should be creative and innovative. Attractive salary. Interested candidates should apply to The Principal, AKS International, Indrapuram, New Delhi within 10 days with detailed resume.

- Q3. Draft a resume for a fresher with a Bachelors degree in Commerce, applying for a job in finance. He / she has no work experience.
- Q4. Draft your own resume using the chronological format.
- Q5. Make a friend's resume, who has been in the corporate for about six years and has changed two jobs in this time span. Use the functional or skill based format to draft the resume.



ANSWER KEY

Q1. Cover Letter

Sender's address

Date

Receiver's designation

Receiver's address

Subject- Application for the post of a journalist

Sir

This is with reference to your advertisement in 'The Hindustan Times' dated January 18, 2016 for the post of a journalist in your esteemed organization. I wish to apply for the same.

I am outgoing, diligent, open to learning and have an excellent command over English. After completing my M.A. in English meritoriously, I worked with Curry Makers as a Content Developer and was acclaimed for my persistent hard work and dedication. I enjoy taking new challenges and have been delivering good results. My curriculum vitae and other necessary documents are attached herewith. I assure you of my utmost sincerity and dedication if an opportunity is given to me.

I will be readily available for a personal interaction any time as per your convenience, in case my candidature is considered for the aforesaid post.

I look forward to a positive reply.

Yours sincerely

Mitali Joshi

ENCLOSURE:

1. Testimonials
2. Resume

Q2. Cover Letter

D-20, Kavi Nagar
Ghaziabad, U.P.

25 June 20XX

The Principal
AKS International
Indrapuram
New Delhi
Ma'am

Subject- Application for the post of Nursery Teacher

This is with reference to your advertisement in 'The Hindu' dated June 22, 20XX for the post of Nursery Teacher in your esteemed organization. I wish to apply for the same.

I am outgoing, diligent and open to learning. After completing B.A. Hons in Psychology meritoriously, I underwent the Nursery Teachers Training (NTT) from the prestigious Laxmi Bai College in Delhi University.

I am a hardworking and honest person, who is passionate about the noble vocation of teaching. I wish to make a difference in the lives of people through education. I worked for 6 years as a nursery teacher in The Indian Public School, Mehrauli, and was acclaimed for my persistent hard work and dedication.

I am enclosing my resume herewith for your reference. I shall be available for an interview on any day of your convenience.

If selected, I assure you that I shall work with utmost devotion and sincerity to your full satisfaction.

Hoping for a favourable response.

Yours sincerely

Smita Verma

ENCLOSURE:

1. Testimonials
2. Resume

Resume

NAME : Smita Verma
 PERMANENT ADDRESS : D-20 Kavi Nagar, Ghaziabad, U.P.
 CONTACT : 981XXXXXXX
 DATE OF BIRTH : 22 March 1985
 ACADEMIC QUALIFICATION :

S. No.	Qualification	Subject / Stream	Institute	Board / University	Year of Passing	Percentage/ Division
1.	NTT		Laxmi Bai College	Delhi University	2008	65%
2	B.A. (Hons) Psychology	Humanities	St. Mary's College	Delhi University	2006	I Division
3	Higher Secondary	Humanities	RD Public School, Ghaziabad	CBSE	2003	85%
4.	Grade X		RD Public School, Ghaziabad	CBSE	2001	88%

WORK EXPERIENCE :

S. No.	Organisation	Position held	From	To
1	Indian Public School Mehrauli	Nursery Teacher	July 2008	December 2014

SKILLS : Excellent written and verbal communication skills
 Highly organized and efficient
 Ability to work independently or as part of a team
 Proven leadership skills and ability to motivate

HOBBIES : Interacting with people and reading novels

LANGUAGES KNOWN : English, French and Hindi

REFERENCES : Ms. Anita Sekhri, Vice Principal .The Indian School
 Ph 9898765476

Q3. The student may use either the chronological format or the functional format for drafting the resume for a Commerce graduate with no experience.

The following information must be given in the resume:

- Personal details
- Contact information

- Education details - information about Grade X, Grade XII, and Graduation. Which school or college the boy / girl attended? Which year did they pass?
 - Skills - soft skills (such as problem solving; time management; critical thinking); computer programming; speaking multiple / foreign languages; etc.
 - Achievements - competitions won; positions of responsibilities; projects undertaken
- Q4. The student will use the chronological format for drafting his/ her resume. The following information must be given in the resume:
- Personal details
 - Contact information
 - Education details
 - Skills
 - Achievements
- Q5. Following the functional format, the student will begin detailing the skills and achievements first.