

WRITING A WINNING RESUME

ELEMENTS of the RESUME

Your resume should be viewed as your personal marketing tool, the sole purpose of which is to secure the interview.

A well-written resume gives you the opportunity to state your career goals and to describe skills and experience that support these goals. It should be a concise, purposeful, and organized summary of the experience you have as it relates to a particular position. Remember, none of the following concepts are written in stone. The whole idea is to promote yourself as the best person for the job!

HEADING

Place your name at the top of the page: highlighted by slightly larger typesize, bolding, and/or underlining, with permanent address, email address and telephone number to follow. Use the same heading for your resume, cover letter, and references in order to present a uniform package.

EDUCATION

Your education section should be clearly stated in reverse chronological order, with most recent degree first. Always spell out the name and type of degree, followed by your major title. If you haven't finished your degree yet, put "Anticipated," or "Expected May 2012."

EXPERIENCE

All entries in this section should highlight a capability or an accomplishment. Begin with and use action verbs in your job descriptions and make sure that verb tense (preferably past tense) is consistent throughout the resume. Note that for experience that is ongoing, you should use the present tense. Capitalization, punctuation, and date formats should all be consistent for every job description. See the "Resume Formats" for more details on this section.

RESUMÉ FORMATS

Chronological

The chronological resume is organized by job titles with the most recent position listed first. For job seekers with solid experience and a logical job history, the chronological resume is the most effective. Career changers and those who lack formal on-the-job experience (like new graduates) find this resume the most difficult to write. The employment section in a chronological resume must concisely emphasize your most important duties with an employer, skills used that apply to your career goals, awards or achievements, and specific benefits that you brought to the employer. Dates should be placed in the right-hand margin so that they are easy to follow. If you have gaps in your employment, state only the year(s) during which you were employed.

Functional

The functional resume rearranges employment history into sections that highlight areas of skill and accomplishment. This type of resume might be thought of as a "problem solving" format. It gives you the opportunity to "make sense" of your work history and match up skills and accomplishments that might not be obvious to the employer. It is especially useful if you are a recent graduate, or have large gaps in your work history. The functional resume is especially useful when you are making a career change—either changing fields (from substance abuse to children and families) or changing occupation (from social worker to teacher.).

Combination

The Combination resume is really a cross of the best from the Functional and Chronological resume styles. It offers the writer an opportunity to improvise in the development of the resume. The combination resume is best used when:

- You have some relevant work experience that is of short duration
- Your education is an important part of your overall skills presentation
- Your overall background reflects a range of unrelated skills
- Your work history reflects more time in other occupational areas

Because the combination resume allows you to use the best of the functional and chronological style resumés, it can reflect solid career development very easily. For many people, this format generally works best. It allows you to market all of your best points of your experience and abilities in the experience section and then back them up with your work history in reverse chronological order.

SPECIAL SKILLS

Depending what type of resume format you use, this section is not required. If you have special or transferable skills that you think should be highlighted, and that don't fit into any other category, then this is the place to put them. Some of these skills could include: computer proficiency, foreign languages, communication skills, team-building skills, and many others.

VOLUNTEER / COMMUNITY SERVICE

Present these activities in the same format as jobs -- give a heading that includes your title, name of organization, dates and location. If your position involved leadership, or significant responsibilities, they can be included in the Experience section of your resume.

PROFESSIONAL AFFILIATIONS, LICENSES, AND CERTIFICATIONS

Always include your licenses and certifications in your resume. It is also recommended that you join NASW now, as it will be a valuable networking resource for you as a professional, and you are eligible for the student rate.

REFERENCES

Have a separate sheet of references available for employers when they ask for them. Your reference page should be neat, with the same heading as your resume. It isn't necessary to include "references available upon request" on the bottom of your resume since it is understood that you will provide references, if asked.

FORMAT

Your resume should maintain an eye-pleasing balance; in other words, the entire sheet should not be filled with words. The utilization of white space is important in creating an attractive resume. Here are some things you should look for:

- First, hold your resume at arm's length and see how it looks;
- Is the page too busy with different styles of type, type sizes, lines, or boxes?
- Is the information spaced well and not crowded on the page?
- Is there too much "white space"?

DO

- Be direct, well-organized, and professional
- Communicate your strongest points first
- Leave a comfortable margin on all sides (usually .5 to 1 inch)
- Always try to fit your resume onto one page, no more than two. If you do go past one page, make it at least a page and a half or two full pages.
- Print on one side of the sheet only, using high-quality bond white or off-white paper (i.e. beige or ivory)
- Have several different people check your resume

DON'T

- Use personal data (birth date, marital status, health etc.)
- Use lengthy sentences and descriptions
- Refer to yourself as "I"
- List salary requirements / history
- Write "Resume of Qualifications" at the top or "References Available Upon Request" at the bottom
- Write reasons for leaving a job
- List any negative information

ACTIVE LANGUAGE VERBS

Accomplished	Achieved	Acted
Acquired	Adapted	Adopted
Adjusted	Administered	Advertised
Advised	Analyzed	Approved
Arbitrated	Arranged	Assembled
Assisted	Audited	Authorized
Balanced	Budgeted	Built
Calculated	Changed	Charted
Checked	Classified	Coached
Collected	Communicated	Compiled
Completed	Composed	Computed
Conceived	Conducted	Connected
Consolidated	Constructed	Conserved
Controlled	Coordinated	Counseled
Created	Defined	Delivered
Designed	Detected	Determined
Developed	Devised	Diagnosed
Directed	Discovered	Dispensed
Displayed	Distributed	Documented
Drafted	Edited	Educated
Eliminated	Enforced	Engineered
Enlarged	Established	Estimated
Evaluated	Examined	Expanded
Experimented	Extended	Facilitated
Financed	Forecasted	Formed
Formulated	Founded	Generated
Governed	Guided	Headed
Helped	Hired	Identified
Illustrated	Implemented	Improved
Improvised	Increased	Influenced
Informed	Initiated	Innovated
Inspected	Installed	Instituted
Instructed	Integrated	Interpreted

Interviewed	Invented	Inventoried
Investigated	Issued	Judged
Lectured	Led	Maintained
Managed	Manufactured	Marketed
Mediated	Mentored	Merchandised
Modeled	Obtained	Offered
Operated	Ordered	Organized
Originated	Performed	Persuaded
Planned	Presided	Prepared
Produced	Projected	Promoted
Provided	Publicized	Purchased
Realized	Received	Reconciled
Recommended	Recorded	Recruited
Rectified	Reduced	Referred
Regulated	Rehabilitated	Reorganized
Reported	Represented	Researched
Resolved	Resorted	Restructured
Reviewed	Revised	Routed
Scheduled	Screened	Secured
Selected	Served	Serviced
Shaped	Solved	Sorted
Structured	Summarized	Supervised
Supplied	Synthesized	Systematized
Tailored	Taught	Tested
Trained	Transcribed	Translated
Tutored	Unified	United
Upgraded	Utilized	Wrote

Megan Smith LMSW

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Austin, Texas 72207

(512)466-2098

mst@yes.com

A Master's Degree level bilingual social work professional with expertise in geriatrics. Experienced in case management, assessment, community education, and referrals to community resources. Served as a valued interdisciplinary team member in numerous geriatric care settings.

EDUCATION

- 01/12 – 12/13 University of Houston, Houston, TX – **Master of Social Work**
Awarded AGIFT Fellow Scholarship
- 08/06 – 6/10 University of Puerto Rico, Rio Piedras, Puerto Rico – **Bachelor of Arts in Social Work**

PROFESSIONAL EXPERIENCE

- 12/13 – Present American Hospice Inc. Houston, TX
Medical Social Worker
- Offer admission coordination, discharge planning, community contacts and referrals
 - Facilitate community education about hospice care to families, patients and staff
 - Provide grief and bereavement counseling, crisis intervention and family conferences
 - Serve as the social work member of interdisciplinary team
- 01/13 – 12/13 University of Texas – Houston, School of Nursing – ARISE Houston, TX
Social Work Intern
- Provided geriatric care management
 - Handled referrals and contacts to resources in the community
 - Develop presentations on issues relating to geriatrics
- 08/12 – 12/12 Sheltering Arms Senior Services Houston, TX
Social Work Intern
- Provided case management services for seniors
 - Handled outreach to the Hispanic community and made home visits
 - Made referrals and contacts with other agencies and resources in the community
 - Performed assessments and facilitated accessibility of services
- 06/12 – 08/12 HOH – Housing Opportunities of Houston Houston, TX
Social Work Intern
- Performed outreach to the Hispanic community/made referrals to other programs
 - Processed financial aid applications for homebuyers; provided telephone support
 - Attended organizational meetings related to geriatrics on behalf of the agency
- 09/10 – 12/11 Brazos Valley Geriatric / Mariner
Social Services Coordinator
- Served as a mediator between the facility, residents and family members
 - Participated in interdisciplinary team and care plan meetings
 - Completed social histories and assessed residents' progress
 - Developed and coordinated family council
 - Performed in-service for staff members
 - Consulted with health care professionals and made referrals to community resources

AFFILIATIONS

National Association of Social Workers
AGIFT Consortium Member

THOMAS JONES LCSW

A highly experienced licensed master's level social work professional with expertise in social services management and program development within the mental health arena. Bilingual in Spanish and English with 10+ years of progressive work accomplishments within social service agencies. A frequently requested conference presenter and a recognized author of numerous articles.

Highlights of Skills

Program Development

- Implemented Family Resource Center project at DePelchin Children's Center
- Created Policy and Procedures for Family Resource Center's Home Care Program
- Co-authored and implemented county-wide respite needs survey for the Houston area
- Designed supportive counseling groups for persons with mental health needs
- Developed training curricula for numerous programs serving those with mental illness
- Trained staff to implement programs

Management

- Supervised up to 15 professional and support staff within agency
- Served as Acting Department Director for department, in frequent absences of Director
- Nominated for Supervisor of the Year 2012 for UH Social Work Field Internship program
- Developed and monitored a \$4 million program budget
- Maintained departmental statistical data for use in budget development and funding proposals

Direct Treatment

- Provided individual and family supportive counseling to adults with mental illness
- Facilitated supportive counseling groups in Spanish for families and clients
- Prepared social histories and conducted psychosocial assessments at various agencies
- Provided case management services to children and families with mental health problems
- Established community resource linkages for families and individuals in need

Professional Experience

Program Director	DePelchin Children's Center Houston, TX	2007 to present
Unit Director	DePelchin Children's Center Houston, TX	2004-2006
Social Worker	DePelchin Children's Center Houston, TX	2001-2004
Supervisor	Family Service Center Houston, TX	2000-2001
Caseworker	MHMRA of Jefferson County Birmingham, AL	1996-2000

Education

Master of Social Work, University of Houston, Graduate College of Social Work, Houston TX, 2000
Bachelor of Arts, University of Alabama, Birmingham, Alabama, 1996

Billy Baylor

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QUALIFICATIONS

Multi-faceted experience with youth service programs in public and private organizations; strengths include:

- Working with at-risk youth in interdisciplinary groups to address complex family issues
 - Managing development efforts and writing grant proposals and associated reports
 - Providing case management services and identifying appropriate resources for individualized service plans
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EDUCATION

Baylor University
Masters of Social Work
Concentration: Community Practice

Waco, Texas
05/14

Texas Southern University
Bachelor of Business Administration

Houston, Texas
12/11

RELEVANT EXPERIENCE

Department of Family and Protective Services – Child Protective Services (CPS)

Child Protective Services Intern 09/13- Present

- Evaluate and recommend appropriate actions necessary to resolve family emotional and/or physical stress situations, that often leads to child abuse or neglect
- Engage families to identify their own strengths and needs to achieve safety for their children while preserving the family
- Build community relationships with law enforcement agents, therapists, court personnel, and representatives from various agencies and organizations

Communities in Schools – Heart of Texas

Case Management Intern 08/12- 04/13

- Planned and assisted in facilitation of enrichment project activities
- Provided case management services to 20 students in compliance with state and school contract
- Coordinated referral process for student and family services provided internally and externally
- Identified needs of students and their families through observation and discussion
- Provided counseling/supportive guidance services to students and families in need of counseling

Young Life

Development Management 05/11- 08/11

- Created and implemented annual development plan and strategy
- Co-Led and managed the overall development efforts to raise an annual budget
- Wrote grant proposals and reports to corporate, foundation, and private funders
- Cultivated and nurtured relationships with current and potential corporate & foundation sponsors, and individual donors

Field Staff 01/10- 06/12

Summer Intern 06/08- 08/09

- Assisted and coordinated fundraisers and membership drives
 - Instructed 20+ youth in personal growth issues
 - Planned and implemented lessons and activities for approximately 60 youth per week
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ACTIVITIES AND HONORS

- Golden Key International Honor Society Fall 2013