



TRAINING • CONNECTING • DEVELOPING ILLINOIS' WORKFORCE

Meeting Recap:

Two webinars were held to provide an overview of the resume writing tools on Illinois workNet.

Webinar participants reviewed Illinois workNet resources designed to help individuals write a resume that gets interviews and find ideal job openings. Frank Short, Executive Resume Writer at Resume Edge, provided an overview of effective resume writing. A discussion of what makes a resume likely to get maximum results followed the overview; answers to questions raised by participants are included on pages 4-5 of this summary. Resources on Illinois workNet that were reviewed, include:

- Job Search Tools
- Strategies for finding potential employers
- Guidance approach to assist individuals creating a resume
- Worksheets, videos, activities, and more

Webinar participants provided feedback with polling questions (see page 2). The compiled results indicate that participants have used a variety of resume resources on Illinois workNet and plan to use, them with customers.

According to participants, the most important points of the webinar include:

- Use a summary and not an objective.
- There is no perfect resume. You must tailor your own according to your needs/objectives, based on the company you are targeting.
- Discussion of scanning software information, buzz words, and benefits of career changers.
- The information on a resume should be from no longer than ten years past.
- Write the resume with the benefits to the employer in mind.

Participant Next Steps:

1. Review the resources on the Workforce Professionals pathway.
2. Use the resume and job search activities and resources with customers.
3. Direct customers to the Prepare and Find a Job channels on Illinois workNet.
4. Share this information with your staff and partners who were not able to attend.

Contact Information:

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Webinar resources are archived on the Illinois workNet Workforce Professionals pathway:

http://www.illinoisworknet.com/vos_portal/advisors/en/Resources/LWIA+Wide+Integration/Professional_Development/Professional+Development.htm

Participants Answered These Questions:
(Responses in parentheses)

Which Illinois workNet resume and job search resources have you used and/or recommend that customers use? (select all that apply)

- ResumeBuilder – 48% (42)
- Illinois Job Search Tool – 60% (53)
- CareerBuilder (Illinois Key Sectors) - 39% (34)
- Demand Occupations Job Search 24% (21)
- IDES Job Posting 31% (27)
- Potential Employers Search 24% (21)
- Interviewing Resources 22% (19)
- Networking Resources 16% (14)
- Worksheets 28% (25)
- Activities 14% (12)
- Videos 21% (18)
- Workforce Professional Resources 25% (22)
- I haven't used IL workNet resources 3.5% (3)

In your position, do you assist customers in creating/revising a resume?

- Yes - 85% (74)
- Not at this time – 15% (13)

Which is the best resume type for a person changing careers?

- Chronological – 1% (1)
- Functional – 18% (16)
- Combination – 81% (74)

I am following Illinois workNet on...
(select all that apply)

- Facebook – 20% (5)
- LinkedIn – 4% (1)
- Twitter – 0%
- RSS Feed – 0%
- None of the above – 80% (20)

Should an objective statement be included on a resume?

- Yes, an objective should always be included – 3% (3)
- Perhaps, it depends on the position being applied for – 29% (27)
- No, a summary should always be used to highlight skills and knowledge – 68% (65)

Do you plan to use the resume and job search resources on Illinois workNet with customers?

(select each that apply)

- Yes, I plan to use the resources available to individuals – 78% (72)
- Yes, I plan to use the workforce professional resources – 48% (44)
- I do not work directly with customers, but will share the information with co-workers – 12% (11)

What is the most important point you got out of today's webinar?

- Use a summary and not an objective
- Scanning software information, buzz words, benefits of career changers
- There is no perfect resume. You must tailor your own according to your needs/objectives, based on the company you are targeting.
- All the info available for job seekers on your site
- The To Do and Not To Do information
- The idea of using information from longer than ten years past
- The technical aspects of what works as opposed to what distracts was most helpful to me for assisting others
- Write the resume with the benefits to the employer in mind
- Learning about different formats of resumes
- There's no such thing as a perfect resume
- 10 key factors of an effective resume and more practice with IL workNet

Webinar Participants:

April 25:

Angleton, Debra
Banaszak, Charron
Barry, Brian
Bartnicki, Bridie
Barton, Meg
beam, Frank
bethel, bambi
Boyd, Karla
Brown, Lana
Burks, Shelia
Burns-Smith, Cary
Cardoso, Tony
Cerny-Leggett, Janet
Clemons, Anita
Coda, Karen
Colloton, Sue
Cozort, Elaine
Davies, Monita
DeBernardi, Joanne
Delaney, Keith
Diaz, Yolanda
dollins, Leonard
Dollins, Leonard
Egge, Rachael
Elenz, Rose
Errek, Sue
Folken, Carrie
Ford, Jeneen
Foster, Bruce
Fryer, Diana
Gajcak, Mary
Garcia-Jimenez, Gladys
Hackleman, Patika
Haptonstahl, Mike
Helms, Brenda
Holman, Denise
Husak, Steve
Jensen, Sean
Kettman, Scott
Keys, Latasha
Koechling, Katie
Kregel, Stacey
Krumwiede, Tamara
Kulas, Cindy
Leopold, Michelle
Lilly, Kenneth
Lisenby, LaConda
Locke, Eva
Lowe, Monica
March, Michele
Margetis, Nancie
Mason, Robyn
Meseth, Tobey
Montgomery, Linda
Moulton, Karl
Munoz, Rosie
Myers, Kim
Near, Monica

Nejdl, Christine
Odle, Linda
Olivares, Berenice
Otremba, Gary
Passini, Darlene
Pierce, Lauren
Rada, George
Reardon, Nancy
Reich, Vonda
Sabaj, Barbara
Sanchez, Omar
Scritchfield, Berta
Sego, Karen
Short, Frank
Sniderman, Susie
Steinseifer, Kathy
Tate, Michelle
Taviner, Carolyn
Tucker, Michelle
Voelz, sharon
Walters, Polly
Watson, Kevin
Waters, Poly
Weihe, Dianne
Wenger, Sarah
Winters, Michael
Wolff, Mary Lee

April 26:

Abbott, Pamela
Adams, Rod
Arango, heather
Banker, Deb
Barry, Brian
BEAVER, GAIL
Bertocchi, Erin
Borrelli, Lisa
Brian, Alberta
Bruning, Melissa
Bullock, Valerie
Caceres, Jennifer
Carmickle, Lydia
Castillo, Joseph
Castillo, Lucy
Clarke, Jacqueline
Clemens, Janelle
Colbert, Patrick
Conley, Tom
Crombie, Lloyd
Deane, Roseann
Dixon, Ranona
Enevold, Pat
Enriquez, Pedro
Faber, Thomas
Fischer, Kerby
Fisher, Krystal
Ganan, Barbara

Garcia, Alejandra
Gibbs, Debbie
Gow, David
Greene, Joanna
Gregory, Kara
Hall, Ann
Hanrahan, Sally
Haptonstahl, Mike
Henderson, Yvette
Hernandez, Jesse
Hinze, Donald
Hipple, Jan
Holmes, Misty
Jones, Leslie
Kaminska, Bianka
keller, ronal
Kramer, Scott
Lareau, Jeff
Lewis-Weaver, Sarah
Maday, Julie
Markusic, Lisa
Marquez, Carlos
Maseberg, Nicole
Meddows, Mickey
Melka, Carolyn
Mitchell, James
Moulton, Karl
O'Dell, Kaye
Olivares, Berenice
Padilla-Tompkins, Leticia
Pergi, Marieta
Peter, Keri
Pilch, Melissa
Porter, Jacqueline
Posing, Mary
Protich, Elizabeth
Pruess, Ron
Ramirez, Lilia
Ramus, Deb
Rolling, Janet
Romero, Carlos
Schaefer, Michelle
Schick, Christine
Sefcik, Roxy
Spencer, Sallie
stinnett, emily
Tadrous, Marlene
Terry, Nancy
Thompson, Janet
Vick, Connie
Williams, Melissa
Zaremba, Paul

Answers to Resume Webinar Questions

Resume Formatting:

- Recommended font size is 11pt.
- Resumes may be one or multiple pages, depending on the amount of relevant information being provided.
- The resume can be written in the writers wording or the job seekers wording. The resume is the tool that gets the interview. The personal style of the individual is used during the interview itself.
- For current employment, use present tense. For former employers, use past tense.

Resume summaries:

- Resume summaries are best when written in active voice.
- When writing a resume summary, a good format to use is STAR:
 - Situation - background set the scene
 - Task or Target - specifics of what's required, when, where, who
 - Action - what you did, skills used, behaviours, characteristics
 - Result - Outcome, what happened
- Be sure to show how your skills will create results for the employer.
- Address the skills listed in the job description.
- Whether the resume needs to be targeted, or not targeted, in the summary depends on the person's profession.
- Proper punctuation and sentence structure in summary may be relaxed to briefly highlight skills.
- The choice to use bullet points for a summary is determined by the amount of space available on the page (use of bullet points takes up more space than grouped sentences).
- Using industry jargon in a resume summary is acceptable, B2B and B2C for example, as it shows the applicant's familiarity with industry terminology, and will be tagged as key words when the resume is electronically scanned. Including terminology in cover letters is not necessary, but could help to demonstrate knowledge. Terminology and industry jargon may be used if it fits into the flow of the letter.

Researching a Company:

Learn about a company before you write a resume summary. Be sure you know the services and products that a company provides, so on your resume you may include applicable skills that you possess and will benefit them. It may be helpful to find the names of the Human Resources people and line executives.

To research a company, you can:

- Search for company page on the internet
- Use directories at the library to find information about a company
 - Illinois Manufacturers Directory
 - Standard and Poor's
- Find people on LinkedIn within that company.
 - It is a great way to do your research on the company
 - You can use your connections to send messages or ask questions

Providing information about Experience:

- Hours accumulated during an internship may or may not be included, depending on need to do so.
- To verify information on a resume, 3.85 GPA for example, an employer can request official transcripts from the educational institution. The job seeker may be asked to provide unofficial transcripts.

References available upon request:

- The phrase "references available upon request" should no longer be included on a resume. It is a dated phrase.
Note: including this on a resume does not necessarily mean that it will be eliminated from consideration.