

# IT Resumes, Keywords, and Transferrable Skills

Jeff Lareau and Nicole Maseberg 03/19/2015

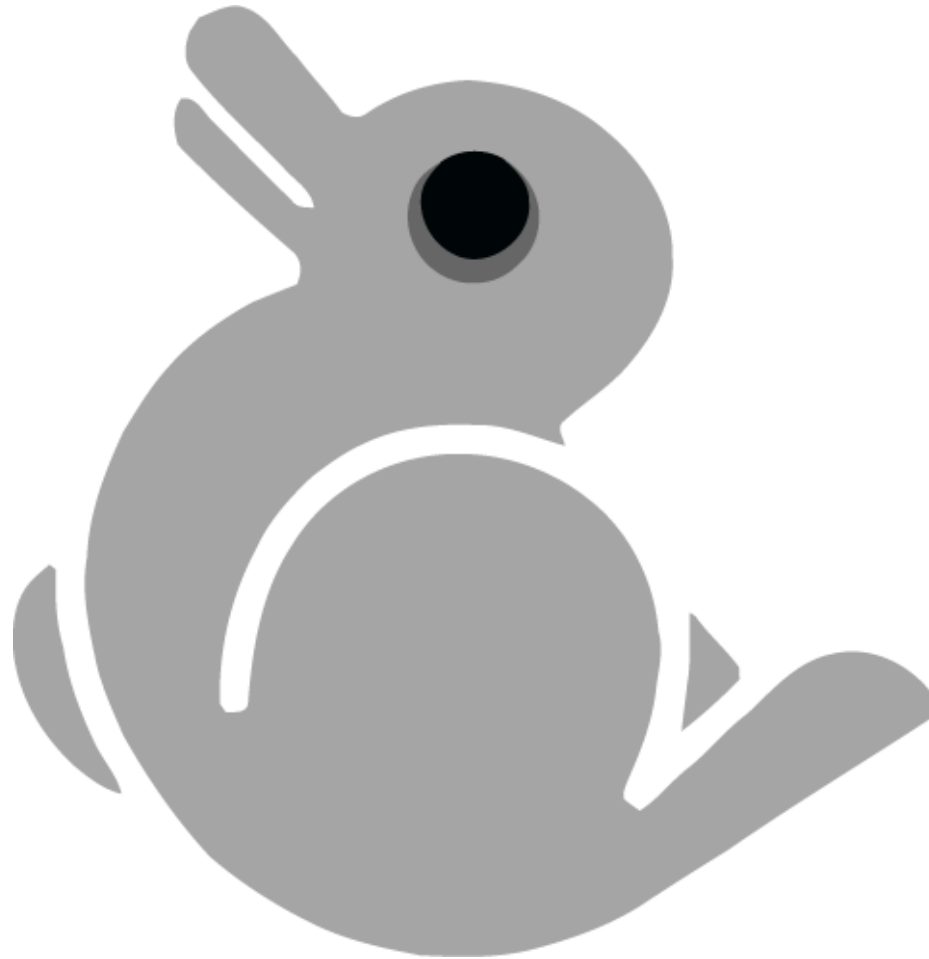
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# Agenda

- Intro
- The IT Resume
  - Applicant Tracking Systems
  - Resume Template
- Transferrable Skills
- Finding and Using Keywords in IT
- Questions
- Upcoming Webinars



# Subjectivity in the Job Search

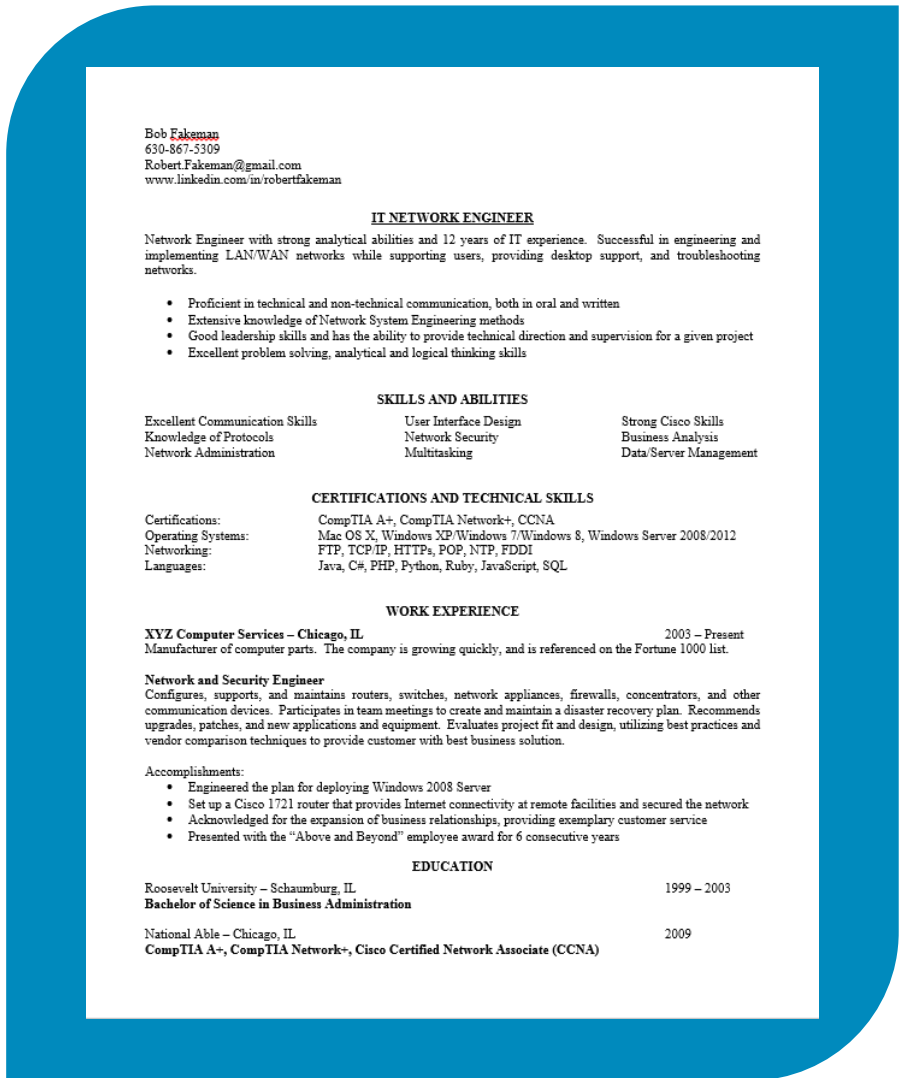


# Applicant Tracking Systems

- Flawed resume parsing software created to reject resumes before they reach a human
- Works via keyword selection
- The employer sees the parsed information, not the resume submitted
- Tips for your clients:
  - Use keywords from job lead, and customize each resume
  - No tables, lines, images, or fancy graphics
  - It's possible to submit longer resumes to an ATS, but the client should use caution
  - Call work experience “work experience”, not “employment history”, etc.
  - Know someone\*
- Red flag for ATS problems: “I’m qualified, but I never hear anything back!”

# Resume Template

- Background and sources
- Difference between IT resumes and other types
- Overall layout tips
  - 1<sup>st</sup> half of the 1<sup>st</sup> page is the most important
  - No references
  - No fancy lines or graphics
  - Chronological > Functional
  - Customize for every job lead
  - No dense blocks of text
  - Consistency in fonts, bullets, periods, and dates



# Resume Template

- Resume length
  - Lots of subjectivity here, but no more than 3 pages, ideally only 1-2
  - No farther back than 10-15 years
- Layout sections
  - Contact information
  - Title
  - Summary
  - Skills/Keywords
  - Technical Abilities
  - Work Experience
  - Education

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Robert.Fakeman@gmail.com  
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## IT NETWORK ENGINEER

Network Engineer with strong analytical abilities and 12 years of IT experience. Successful in engineering and implementing LAN/WAN networks while supporting users, providing desktop support, and troubleshooting networks.

- Proficient in technical and non-technical communication, both in oral and written
- Extensive knowledge of Network System Engineering methods
- Good leadership skills and has the ability to provide technical direction and supervision for a given project
- Excellent problem solving, analytical and logical thinking skills

## SKILLS AND ABILITIES

Excellent Communication Skills  
Knowledge of Protocols  
Network Administration

User Interface Design  
Network Security  
Multitasking

Strong Cisco Skills  
Business Analysis  
Data/Server Management

## CERTIFICATIONS AND TECHNICAL SKILLS

Certifications: CompTIA A+, CompTIA Network+, CCNA  
Operating Systems: Mac OS X, Windows XP/Windows 7/Windows 8, Windows Server 2008/2012  
Networking: FTP, TCP/IP, HTTPs, POP, NTP, FDDI  
Languages: Java, C#, PHP, Python, Ruby, JavaScript, SQL

## WORK EXPERIENCE

**XYZ Computer Services – Chicago, IL** 2003 – Present  
Manufacturer of computer parts. The company is growing quickly, and is referenced on the Fortune 1000 list.

### Network and Security Engineer

Configures, supports, and maintains routers, switches, network appliances, firewalls, concentrators, and other communication devices. Participates in team meetings to create and maintain a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Evaluates project fit and design, utilizing best practices and vendor comparison techniques to provide customer with best business solution.

### Accomplishments:

- Engineered the plan for deploying Windows 2008 Server
- Set up a Cisco 1721 router that provides Internet connectivity at remote facilities and secured the network
- Acknowledged for the expansion of business relationships, providing exemplary customer service
- Presented with the "Above and Beyond" employee award for 6 consecutive years

## EDUCATION

Roosevelt University – Schaumburg, IL 1999 – 2003  
**Bachelor of Science in Business Administration**

National Able – Chicago, IL 2009  
**CompTIA A+, CompTIA Network+, Cisco Certified Network Associate (CCNA)**

# Resume Template

- Proofreading
  - Many clients forget to proofread
  - Just ONE mistake and the client will lose credibility
  - Clients can read their resume backwards to find typos
- Client Honesty
  - Some clients bend the truth beyond credibility
- Things NOT to do!
  - ~~White font keyword trick~~
  - ~~Unusual file formats~~

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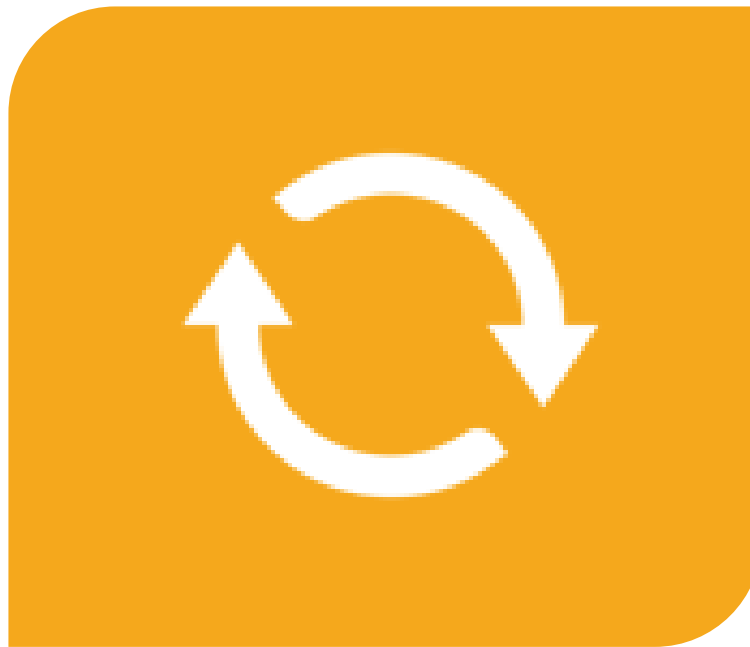
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# Transferrable Skills





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# Probing for Transferrable Skills – Sample Questions

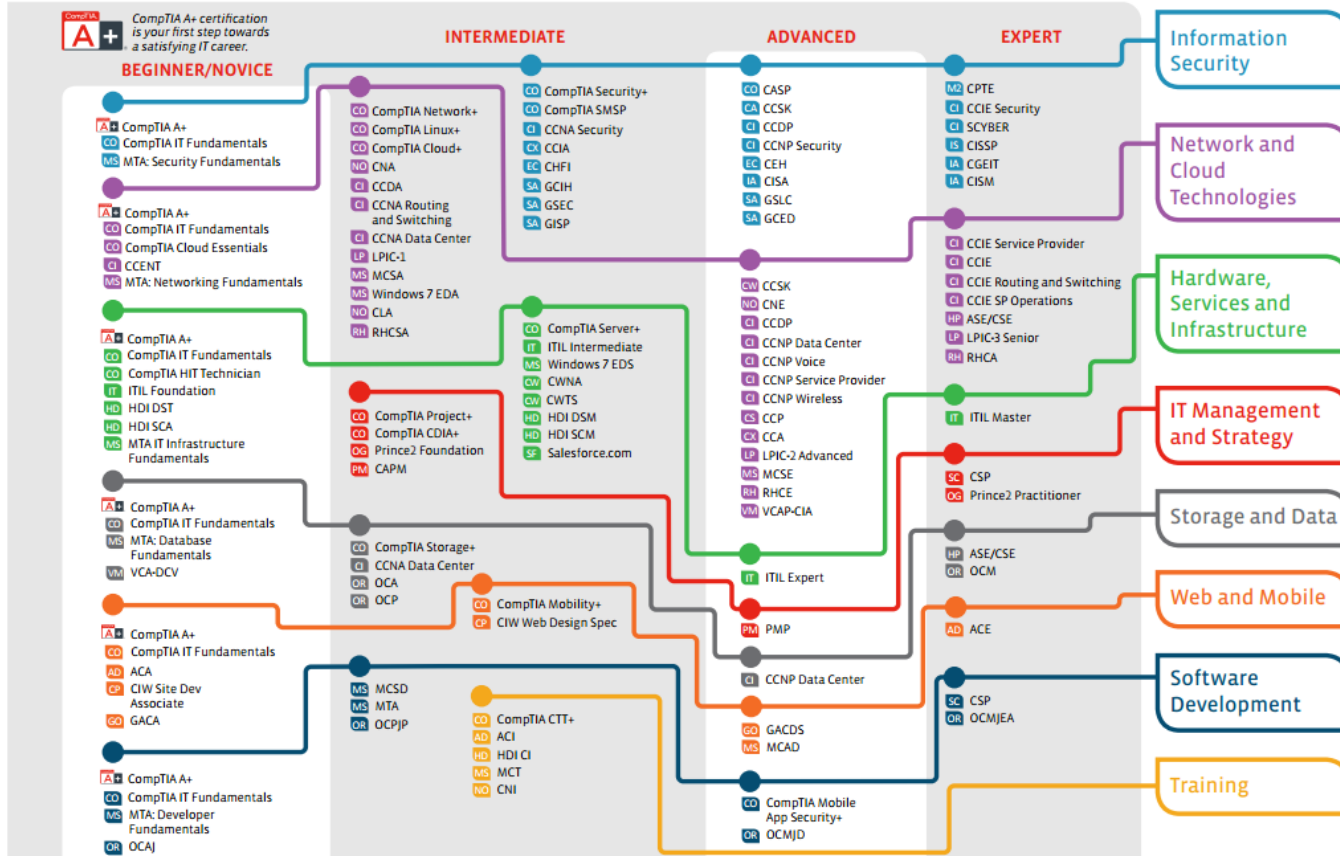
- Describe the types of electrical equipment you worked with on a daily basis (phone systems, computers, copiers, iphone/ipad, electronic cash register) in each position.
- Describe the software and hardware you used on a daily basis.
- What type of customer interaction did you have in each position? What was the best part of that interaction? What did you dislike about that interaction?
- Describe the process you would go through to solve a problem in each position.
- How do you access the internet at home? Do you currently use a home pc, tablet, or smartphone? How did you set up that network? What type of internet service do you use? How do you connect to the internet? Have you ever had an issue with your home computer/ internet access and how did you resolve that issue?
- How comfortable are you taking an object apart and putting it back together in working order? How do you remember the steps to put it back together properly?
- Have you helped friends/family members to purchase an electronic device and what factors helped you promote that device?

# IT Certification Roadmap

Explore the possibilities with the CompTIA Interactive IT Roadmap at: [CompTIA.org/CertsRoadmap](http://CompTIA.org/CertsRoadmap)



Certifications validate expertise in your chosen career.



**network engineer jobs in  
Downers Grove, IL**

Sort by: **relevance** - [date](#)

Distance:

within 25 miles ▼

▼ **Salary Estimate**

\$60,000+ (1317)

\$80,000+ (1046)

\$100,000+ (677)

\$120,000+ (339)

\$140,000+ (188)

▶ **Title**


▶ **Company**

▶ **Location**

▶ **Job Type**

▶ **Employer/Recruiter**

Jobs 1 to 10 of 1,470

 [Upload your resume](#) - Let employers find you

**[Network Engineer \(North of Chicago\)](#)**

Uline - Chicago, IL

Design, configure, deploy, troubleshoot and support networking facilities. Special emphasis on routing and switching. Identify and document business

Sponsored by **Uline** - 30+ days ago

**[Claire's - Network Engineer II](#)**

Claire's ★★★★★ [736 reviews](#) - Hoffman Estates, IL

The **Network Engineer II**'s primary focus is complete **network**, LAN, SAN, and server projects. Document project plans for **network**, LAN, SAN and server solutions....

Sponsored by **Claire's** - 10 days ago

**[Network Engineer](#)**

Can-Am Consultants, Inc. - Lisle, IL

Minimum Associates Degree in **Network** or Information Technology. Lisle, IL 60532....

13 hours ago - [save job](#) - [email](#) - [more...](#)

**[Entry Level Network Engineer Job](#)**

Yoh ★★★★★ [75 reviews](#) - Lisle, IL

Entry Level **Network Engineer** needed for a contract opportunity with Yoh's client located in Lisle, IL. Associates Degree in **Network** OR IT Technology....

14 hours ago - [save job](#) - [email](#) - [more...](#)

**[Network Engineer III](#)**

Call One ★★★★★ [4 reviews](#) - Chicago, IL 60606 (Loop area)

Assumes all duties of **Network Engineer** Level 1. Assumes all duties of **Network Engineer** Level II. Manage large **network** deployments....

[Easily apply](#)

22 hours ago - [save job](#) - [email](#) - [more...](#)

## Uline – Shipping Supply Specialists

"The people I work with are as passionate as I am."  
"I came to Uline for a job. Instead, I found a career."

Uline is North America's leading distributor of shipping, packaging and industrial supplies. We're a family-owned company known for our incredible customer service and quality products. Our people make the difference.

We're looking for the best and brightest to take our IT department to the next level. If you have passion and expertise in Java and .NET development, database modeling, business systems analysis, or solution architecture, Uline is the company for you. [Click here](#) to learn more.

### Network Engineer

Uline seeks a Network Engineer at its [Corporate Headquarters](#) in Pleasant Prairie, WI.

#### POSITION RESPONSIBILITIES

- Design, configure, deploy, troubleshoot and support networking facilities. Special emphasis on routing and switching.
- Identify and document business technology needs.
- Analyze current and emerging technology. Identify problems and recommend solutions to meet business needs.
- Develop IT infrastructure standards for various operational areas.

#### MINIMUM REQUIREMENTS

- High school diploma or equivalent. Bachelor's degree preferred.
- 5+ years relevant experience **preferred**.
- CCNA or CCNP routing and switching certification preferred.
- Knowledge of EIGRP and BGP.
- Experience in large-scale vendor management **preferred**.
- Demonstrated ability to perform within a global matrix organization.
- Excellent verbal and written communication skills.
- Available for travel to Uline's domestic and international branches.



# O\*NET OnLine

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at My Next Move

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[Keyword](#) or [O\\*NET-SOC Code](#):



[Find Occupations](#)



[Advanced Search](#)



[Crosswalks](#)



## Quick Search for: network engineer

Showing top 20 occupations for **network engineer**. Closest matches are shown first.

<a href="#">How do they match?</a>	Code	Occupation
	15-1143.00	<a href="#">Computer Network Architects</a>
	15-1152.00	<a href="#">Computer Network Support Specialists</a>
	15-1142.00	<a href="#">Network and Computer Systems Administrators</a> <b>Bright Outlook</b>
	15-1133.00	<a href="#">Software Developers, Systems Software</a> <b>Green</b>
	17-3023.01	<a href="#">Electronics Engineering Technicians</a>
	17-2072.00	<a href="#">Electronics Engineers, Except Computer</a>
	17-2061.00	<a href="#">Computer Hardware Engineers</a>
	15-1122.00	<a href="#">Information Security Analysts</a>
	15-1199.09	<a href="#">Information Technology Project Managers</a>
	49-2011.00	<a href="#">Computer, Automated Teller, and Office Machine Repairers</a>
	15-1143.01	<a href="#">Telecommunications Engineering Specialists</a>
	15-1121.00	<a href="#">Computer Systems Analysts</a>
	11-3031.02	<a href="#">Financial Managers, Branch or Department</a>
	15-1131.00	<a href="#">Computer Programmers</a>
	15-1199.02	<a href="#">Computer Systems Engineers/Architects</a>





## Summary Report for: 15-1143.00 - Computer Network Architects

Design and implement computer and information networks, such as local area networks (LAN), wide area networks (WAN), intranets, extranets, and other data communications networks. Perform network modeling, analysis, and planning. May also design network and computer security measures. May research and recommend network and data communications hardware and software.

**Sample of reported job titles:** Network Analyst, Network Consultant, Network Engineer, Network Manager, Networking Systems and Distributed Systems Engineer, System Programmer, Systems Analyst, Systems Engineer, Telecommunications Analyst, Telecommunications Engineer

Also see: [Telecommunications Engineering Specialists](#)

View report:

**Summary**

[Details](#)

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[Tasks](#) | [Tools & Technology](#) | [Knowledge](#) | [Skills](#) | [Abilities](#) | [Work Activities](#) | [Work Context](#) | [Job Zone](#) | [Education](#) | [Credentials](#) | [Interests](#) | [Work Styles](#) | [Work Values](#) | [Related Occupations](#) | [Wages & Employment](#) | [Job Openings](#) | [Additional Information](#)

### Tasks

- Adjust network sizes to meet volume or capacity demands.
- Communicate with customers, sales staff, or marketing staff to determine customer needs.
- Communicate with system users to ensure accounts are set up properly or to diagnose and solve operational problems.
- Coordinate installation of new equipment.
- Coordinate network operations, maintenance, repairs, or upgrades.
- Coordinate network or design activities with designers of associated networks.
- Design, build, or operate equipment configuration prototypes, including network hardware, software, servers, or server operation systems.
- Design, organize, and deliver product awareness, skills transfer, or product education sessions for staff or suppliers.
- Determine specific network hardware or software requirements, such as platforms, interfaces, bandwidths, or routine schemas.
- Develop and implement solutions for network problems.



## Tools & Technology

Tools used in this occupation:

**Computer servers** — Domain name servers DNS; File servers; Mail transport servers; Network-attached storage NAS equipment

**Network analyzers** — Asynchronous transfer mode ATM analyzers; Local area network LAN analyzers; Network connectivity testers; Wide area network WAN analyzers

**Network channel or data service units** — Channel banks; Network channel service units CSU or data service units DSU

**Network switches** — Computer network switches; Local area network LAN switches; Voice switches; Wide area network WAN switches

**Server load balancer** — Load balancers; Network server load balancers

Technology used in this occupation:

**Administration software** — Element management software; Neteo OmniCenter; Riverbed Technology software; SolarWinds software

**Network monitoring software** — Ethereal; Ipswitch WhatsUp Gold; Packet analysis software; Symantec Intruder Alert

**Network operating system enhancement software** — Cisco Systems CiscoWorks LAN Management Solution; Network, server and operating system optimization software; Silver Peak software; Wide area network WAN optimization software

**Network security or virtual private network VPN management software** — Intrusion prevention system IPS software; Network and system vulnerability assessment software; Virtual private network VPN software; Websense Data Loss Prevention

**Switch or router software** — Border Gateway Protocol BGP; Cisco Systems Cisco Web Cache Communication Protocol WCCP; Transparent Interconnection of Lots of Links TRILL; Virtual Router Redundancy Protocol VRRP

## Skills

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Operations Analysis** — Analyzing needs and product requirements to create a design.

**Systems Analysis** — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

**Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.

**Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Speaking** — Talking to others to convey information effectively.

**Systems Evaluation** — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

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## Abilities

**Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.

**Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

**Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

**Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.

**Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

**Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.

**Speech Clarity** — The ability to speak clearly so others can understand you.

**Written Comprehension** — The ability to read and understand information and ideas presented in writing.



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products. Our people make the difference.

We're looking for the best and brightest to take our IT department to the next level. If you have passion and expertise in **Java** and **NET development**, **database modeling**, **business systems analysis**, or **solution architecture**, Uline is the company for you. [Click here](#) to learn more.

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# Sample of Wordle - [www.wordle.net](http://www.wordle.net)



# Sample of Tagcrowd – [www.tagcrowd.com](http://www.tagcrowd.com)





# Questions??



We want to hear from you!

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Where are you struggling when working with your IT focused clients?

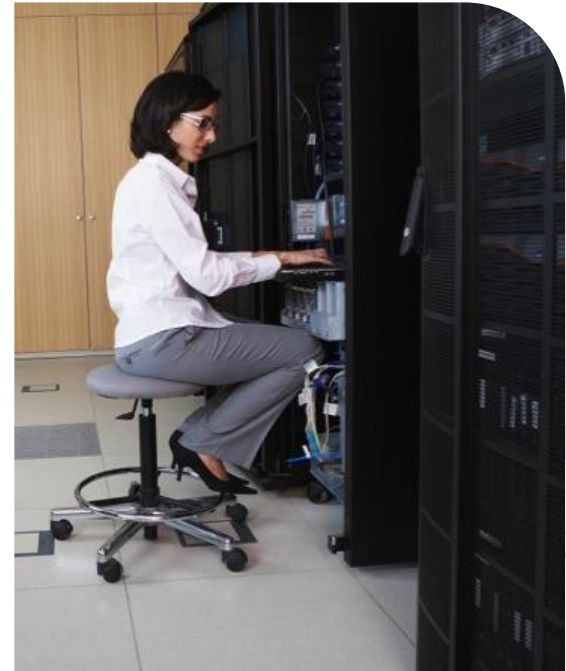
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What information would you find beneficial to help make the IT JD NEG grant a success?



## Upcoming Webinars:

- [Here is a link](#) to our previous webinars discussing CompTIA's IT Certification Roadmap/Job Locator Tools, and Technical Aptitude Tools.
- Participant Outreach and Marketing Tools: 3/31/15 (est.)
- Illinois workNet IT NEG Website (TBA)



Please visit the NEG page on Illinois workNet for an up-to-date calendar of events and registration information:

[www.illinoisworknet.com/jobdrivenNEG](http://www.illinoisworknet.com/jobdrivenNEG)

**Thank you.**

## For more information contact:

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