



# RESUME 101

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Step 1: Today's Resume & The Master Resume



# WHAT IS A RESUME . . .

A document that showcases:

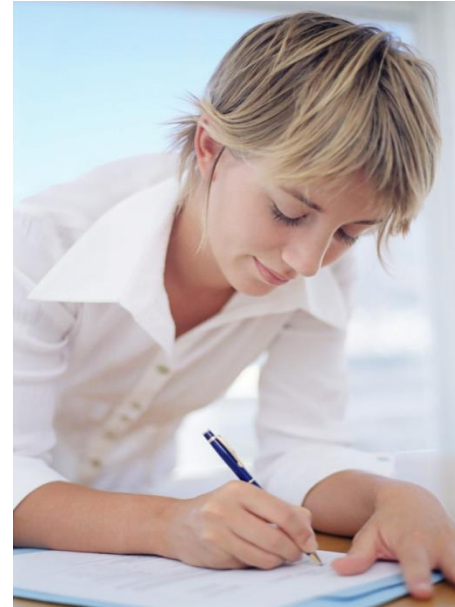
...who you are

...your experiences

...your strengths

...your skills and abilities

...why the employer should call you for an interview



# PURPOSE OF A RESUME

To get you an interview!



- Note: Employers do use resumes to rule you out ▪

# TODAY'S RESUME

- In today's job market – you need to stand out!
- Customize your resume to every job
- Your Professional Resume will be 1-2 pages in length
  - Depending on your experience and length of the job description

To assist you in this process start with a Master Resume!

Master Resume has no page length

# WHAT IS A MASTER RESUME?

- A document that contains all education, work, internship, volunteer and course work experiences.
  - Any additional skills, abilities, certifications etc.
- Benefits of a Master Resume?
  - Everything you have accomplished is in one document.
  - It makes creating a customized professional resume simple.
  - Your Master Resume becomes your LinkedIn profile.

# HOW TO CREATE A MASTER RESUME

- Begin by creating a list of all jobs, internships, volunteer opportunities, and relevant course work.
- Then, under each, write brief descriptive accomplishment statements that describe all your skills, abilities, and responsibilities.
  - Example-
    - Grocery Store, Cashier
      - Received payments by cash, check, credit cards, vouchers, or automatic debits
      - Issued receipts, refunds, credits, or change due to customers
      - Assisted customers by providing information and resolving their complaints

# O\*NET

- O\*NET Online is a great resource to assist in describing your skills and abilities to an employer.



<http://online.onetcenter.org/>



# EXAMPLE PAGE OF O\*NET

## Summary Report for: 43-4171.00 - Receptionists and Information Clerks



Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at establishment and location of departments, offices, and employees within the organization.

**Sample of reported job titles:** Clerk Specialist, Community Liaison, Front Desk Receptionist, Greeter, Member Service Representative, Office Assistant, Receptionist, Scheduler, Senior Receptionist, Unit Assistant

View report:	<b>Summary</b>	<a href="#">Details</a>	<a href="#">Custom</a>
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[Tasks](#) | [Tools & Technology](#) | [Knowledge](#) | [Skills](#) | [Abilities](#) | [Work Activities](#) | [Detailed Work Activities](#) | [Work Context](#) | [Job Zone](#) | [Education](#) | [Credentials](#) | [Interests](#) | [Work Styles](#) | [Work Values](#) | [Related Occupations](#) | [Wages & Employment](#) | [Job Openings](#) | [Additional Information](#)

### Tasks

+ - All 18 displayed

- ⊕ Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
- ⊕ Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- ⊕ Schedule appointments and maintain and update appointment calendars.
- ⊕ Hear and resolve complaints from customers or the public.
- ⊕ File and maintain records.
- ⊕ Receive payment and record receipts for services.
- ⊕ Perform administrative support tasks, such as proofreading, transcribing handwritten information, or operating calculators or computers to work with pay records, invoices, balance sheets, or other documents.
- ⊕ Transmit information or documents to customers, using computer, mail, or facsimile machine.
- ⊕ Analyze data to determine answers to questions from customers or members of the public.
- ⊕ Collect, sort, distribute, or prepare mail, messages, or courier deliveries.
- ⊕ Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided.
- ⊕ Calculate and quote rates for tours, stocks, insurance policies, or other products or services.
- ⊕ Process and prepare memos, correspondence, travel vouchers, or other documents.
- ⊕ Keep a current record of staff members' whereabouts and availability.
- ⊕ Take orders for merchandise or materials and send them to the proper departments to be filled.
- ⊕ Perform duties, such as taking care of plants or straightening magazines to maintain lobby or reception area.
- ⊕ Schedule space or equipment for special programs and prepare lists of participants.
- ⊕ Enroll individuals to participate in programs and notify them of their acceptance.



# NOW THAT YOU HAVE A MASTER RESUME

- When you apply for a job you will “create” a new resume from your Master Resume.
- Choose items from your Master that meet the requirements & essential functions listed on the job description.
- You have created a personalized resume, that is employer and job focused!
- You should do this every time you apply for a position.

# NEED MORE HELP?

**Visit**

## **Community Engagement & Career Development Office**

100 Payson Smith Hall

Portland Campus

(207) 228.8091

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Visit us online: [usm.maine.edu/cecd](https://usm.maine.edu/cecd)