Tailoring Your Resume

This follows a format that I like to follow. Feel free to adjust as you see fit.

Your Style (Headers, Bullets, Colors)

- Ask yourself:
  - What's your brand?
  - Who's your target audience?
- *When I first started and thought I was going to be in graphic design, my resume had colors and was very artsy.*
- *When I transitioned into IT, I scaled it back to basics, removed color and excess art fluff.*

Putting Your Name on Reference Documentation

- Put this at the top (in the header) on all pieces of your resume, references, etc.
- If the pages get separated, you want them to know what pieces are yours and what isn't.

Demystifying the 'Objective' – 2-3 sentences

- Very rarely do we have a 'blanket' resume to hand out.
- Look at the job you're applying for:
  - I am seeking a position with _____ as a _____ .
  - I am interested in opportunities that will enable me to _____ .
  - I have excellent knowledge, skills, and abilities in _____ .

Example: Fill-in-the-Blank

Objective	I am seeking a position with <Department or Organization Name> as a <Title of Job You're Applying for>. I am interested in opportunities that will enable me to <what's your passion about that job>. I have excellent knowledge, skills, and abilities in the areas of <what you're skilled at that you can bring to the job>.

Example: Actual objective I've used

Objective	I am seeking a position with the Washington State Department of Revenue's Information Services division as a Business Analysis Supervisor. I am interested in opportunities that will enable me to provide leadership and legislative support. I have excellent knowledge, skills, and abilities in the areas of information technology including software testing and business analysis.

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Education

- For years, I thought this had to be up front.

- Unless it's a 'required for this position' <u>OR</u> will give you a leg up -- put it at the end.

    - *NOTE: I have a general AA – it's not qualifying me for anything specific, so it's the last thing listed on my resume.*

Job Related Experience

- When applying for jobs, the next one typically isn't a carbon copy of what you're doing now.

- Use this area as a narrative to list qualities that wouldn't generally be included with Employment History <u>and</u> detail how they make you a candidate for the job you're applying for.

- *NOTE: I'm focused on building my leadership skills and qualities, so eventually I will be considered for a leadership position. This involves a lot of extracurricular activities:*

    - *My work as a Project Manager to build relationships with team members.*

    - *Being in the mentorship program for Leadership.*

    - *Being a Crucial Conversations Certified Trainer.*

    - *Being in Toastmasters.*

Employment History

- If you've worked at one place for a long time (me @ DOR 16.5 years), list that you've worked at the organization for <u>X</u> years…then bullet your jobs and durations below.

- Bullet the work under each job area.

    - Easier for the interviewer to read

    - Start each sentence with a verb

        - Within 1 job area, try not to repeat the starting word/verb within the bullets

    - Pay attention to the tense: It seems small, but it makes a big difference

        - Current jobs – use present tense: Plan, Manage, Collaborate

        - Past jobs – use past tense: Planned, Managed, Collaborated

THEN

Nicole Dee Horn

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Objective

To work as a Forms & Records Analyst, while pursuing my Bachelor of Arts degree.

Education

I plan to pursue my Bachelor of Arts degree starting Fall 2007.

Pierce College Fort Steilacoom 2004-2006 ~ Associate of Arts
Degree Pe Ell High School 1995-1998 ~ Diploma

Computer/Keyboard Skills

- Adobe Acrobat: Create/revise standard and fill-in forms. Use JavaScript to manipulate fill-in fields.
- Informed Designer: Create/revise standard and OCR/ICR (Optical/Intelligent Character Recognition) forms.
- Microsoft Word: Create and maintain standard forms, composition of letters, and use of Mail Merge.
- Microsoft Excel: Create new spreadsheets/formulas. Work existing spreadsheets.
- Microsoft Outlook: Compose e-mails, set up appointments, and use an electronic calendar.
- Microsoft PowerPoint: Create/revise slideshow presentations. Create JPG headlines and graphics.
- Dreamweaver UltraDev 4: Create/revise pages to update Intranet website; includes making links to other pages/documents and inserting graphics/ photos.
- Macromedia Fireworks 4: Crop and alter photos, headlines, and graphics.
- Aldus/Adobe PageMaker: Create layouts; insert text, graphics, and scanned/ digital photographs.
- Typing 40 WPM - certified
- Ten key by touch

Employment Experience

- Create standard, fill-in, and OCR/ICR forms. Make requested revisions to existing forms. Use knowledge of JavaScript to manipulate fill-in forms to the specifications needed. Test each form to make sure it meets customer needs and is as user friendly as possible.
- Maintain Agency forms with Microsoft Word, Informed Designer, and Adobe Acrobat.
- Work with Department of Revenue staff and State Printer to see the creation/ revision process of each job through completion. Work with customers to make each job as cost effective and timely as possible, suggest more efficient ways of production.
- Work with United States Postal Service, Consolidated Mail Services, and State Printer to make sure printed jobs are adhering to current postal regulations.
- Track and maintain printing and postage costs for jobs sent to the State Printer or Copy Center, using an Excel Spreadsheet; accurate tracking helps maintain more accurate estimates on print jobs.
- Create and manage procedures for reoccurring tasks. Organizing and compiling manuals for the manager and each analyst in Forms and Records.
- Test new or updated software to see if it meets the needs of Forms & Records. Examples: Adobe Acrobat upgrades, Acrobat Designer Forms Package, Shana/Filenet Informed upgrade,
- Assist with Department of Revenue Agency Records Retention when needed.

(02/2007)

Nicole Dee Sorger

NOW

< address > | < phone > business | < phone > cell | < email >

Objective
I am seeking a position with the Washington State Department of Revenue as the ATLAS Control Officer. I am interested in opportunities enabling me to provide leadership and collaborate across the organization. I have excellent knowledge, skills, and abilities in the areas of information technology including project management, software testing, and business analysis.

Job Related Experience
Serving as a Project Manager (PM) I am directly responsible for the successful delivery of complex projects. I am a successful PM because of the people I work with on my projects. Flexibility has allowed me to build report with my peers, team members, and customers throughout the Agency. I continually reach out to my teams to collaborate on work activities. I find it's easier to have influence when your team can utilize their strengths.

I've been involved in the Agency Mentoring Program for Leadership. Based on my career goals, I was paired with the Assistant Director of Human Resources. Involvement in the mentoring program has caused me to push myself and enable growth in ways that I thought were further out in my career. I strive to create strong, functional teams and I've had success bringing disparate teams together.

In November 2017, I became a Crucial Conversations Trainer; and I became a certified trainer June 2018. The Department has invested in me for the future of this organization. I've utilized the skills from this training and I've seen the benefits, specifically on my projects. The certification is another way for me to give back to the agency.

In March 2018, I earned my Competent Communicator through Toastmasters. The program has opened up a side of myself that is confident, engaging, and inspiring. I currently serve as an officer in the Department's Money Talks, I'm Vice President of Education.

Employment History

May 2003 – Present	Washington State Department of Revenue
	Olympia, WA

Project Manager (2014 – present)

- Plan and manage multiple in-flight projects, including: TLSR Rollout 3 Legacy Project and co-PM on the State Data Center (SDC) Migration Project.
- Manage and deliver multiple projects, including: TLSR Rollout 2 Legacy Project, Listserv Replacement Project, TLSR Rollout 1 Legacy Decommission, TIRTS Aerospace and Aluminum Smelter Project, co-PM on planning phase for 6400 Building Project-IT components, Facilities Remodel supporting the TLSR Project, GIS Platform Migration, HP NonStop Migration.
- Identify risks, collaborate with stakeholders, and develop mitigation strategies and options.
- Collaborate with team resources to define the best approach for working cohesively. Individuals have different strengths which get leveraged for the success of the team.
- Partner with TLSR Legacy Project PM Counterpart to build a plan and schedule, allowing both TLSR and IS Legacy work to be tracked and managed seamlessly between two PMs.
- Utilize Agency and Division experience to educate Project Management Office (PMO) on lessons learned for interactions with team resources and stakeholder of projects.