

Step 1:

How to Write a Good Online Resume



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OVERVIEW – RESUME WRITING DOS:

WHAT'S OUT – WHAT'S IN

What's Out

- One Page Resume
- Objective Statements
- Paragraphs
- Arbitrary Sections
- Little detail
- Just Stating What You Did

What's In

- Two Page Resume
- Summary of Skills
- Bulleted Sections
- Key Word Bulleted Sections
- More detail
- Giving Outcomes to Your Work

ONE MINUTE TO MAKE YOUR CASE:

Resume reviewers usually spend only 60 – 90 seconds per resume and cover letter. Think of it this way: You have ONE MINUTE to "make your case."

STYLE, LENGTH, & FORMAT:

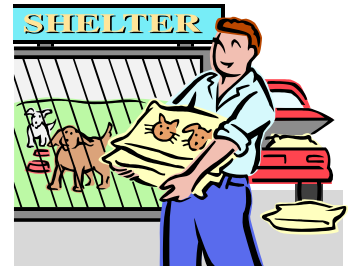
- Most resumes are submitted ONLINE, which usually requires a **Plain Text** resume instead of a fancy, formatted resume.
- Resumes can be 1 - 2 pages long.
- For your **Primary Resume**, use a "hybrid" chronological/skills based format that lists skills by "bulleted sections" under each of your jobs.
- The first bulleted section of each job should be the basic job description.
- The subsequent bulleted sections should describe **each SKILL SET** you use to do your job. List all activities that describe a specific **SKILL SET** in the same section.
- In other words, each section describes a **COMPETENCY**.
- Write these bulleted sections in the form of "**ACCOMPLISHMENT STATEMENTS.**" (see next page)
- Have a **SUMMARY OF SKILLS** with **KEYWORDS** at the beginning of your resume.
- Remember to add "**PROFESSIONAL/COMMUNITY ACCOMPLISHMENTS**" that highlight volunteer experience and skills when relevant.
- If you've taken special courses, be sure to include a "**SPECIALIZED TRAINING**" section, or list your special course work in the section called "**PROFESSIONAL/COMMUNITY ACCOMPLISHMENTS**".



OVERVIEW – RESUME WRITING DOS:

TIPS TO REMEMBER:

- Remember to include volunteer experience ~ it counts!! Experience is experience, whether you were paid for it or not. Give yourself all the skills credit you deserve. Don't sell yourself or your skills short.
- Always tell the truth! Don't inflate or misrepresent your skills. However, be sure to state them in their most positive form.
- Instead of: ". . . baked cookies and cupcakes for PTSA," - you can word the same information like this: ". . . participated in fundraising activities for the school district."
- Don't short change yourself!! Give yourself credit for outside activities in the best language possible while still telling the truth.
- When you want to use an acronym, be sure to spell it out first. For example, say Certified Public Accountant (CPA). Then, you can use CPA from that point on.



TIPS ON AVOIDING COMMON RESUME ERRORS:

- **Politics:** If part of your volunteer experience includes work on partisan political campaigns or for elected officials, refer to this as "**Volunteered on the 2008 Presidential campaign.**"



- **Political Agenda:** If you volunteer for a non-profit with a political agenda, refer to it as a "**Service Organization.**"
- **Religion:** If you volunteer for your church, call it "**faith-based**" volunteering.
- **Temp Jobs:** If you've had lots of part-time or temporary jobs, make that clear so you don't look like a job hopper by indicating "Temporary Position" or "Part-Time Position" next to job title.
- **Time Gaps:** Address time gaps – don't leave them blank.

RESUME WRITING DON'TS:

- Don't waste space with an "Objective" Statement". **Your cover letter is the objective statement.** The job of the resume is to persuade employers why they should "**want**" you.
- Don't include personal information such as marital status, parental status, or religious affiliation.
- Don't waste space with the phrase "**REFERENCES AVAILABLE ON REQUEST**" -- of course they are!

HOW TO USE KEYWORDS

- **KEYWORDS** are **PROPER NAMES, NOUNS, NOUN PHRASES, VERBS** or **OTHER DESCRIPTORS (WORDS OR PHRASES)** that **define the requisites of the job** and **describe a person's knowledge, skill, ability or expertise.**



- The "**KEYWORDS**" for an Accountant, for example, might include "BS Accounting, Accounts Payable, Accounts Receivable, IRS Amendments, and CPA."

KEYWORD LISTS

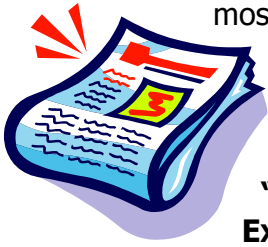
- So, how do come up with your **KEYWORDS**? For City employees, look at:
 - ✓ PDQ and Class Spec. You'll find words and phrases that describe your job. Ask your Supervisor for your PDQ; look up your Class Spec at: <http://www.cityofseattle.net/personnel/classcomp/default.asp>.
 - ✓ Performance Reviews – more language that describe your job.
 - ✓ Ads and job postings – make a list of the qualifications, technical expertise, and personality traits that employers are looking for in your field.
- For instance, typical keywords for an Administrative Support staff might look like this:
10 Years Administrative Support Experience:
Document Preparation & Word Processing; Scheduling and Organizational Skills; Customer Service; Writing and Editing Skills; Team Player; Word 2003 XP; PowerPoint; Excel; Access
- If your current resume includes a **QUALIFICATIONS SUMMARY**, it already contains the keywords.
- Remember to add the "**SKILLS SUMMARY**" or, even, "**KEYWORDS**," where you concentrate as many of your **KEYWORDS** as possible. Remember, a "**SKILLS SUMMARY**" section is really a collection of **KEYWORDS** - the nouns and noun phrases that best summarize your experience, skills, education and association memberships.



SUMMARY STATEMENTS

(adapted from Jeannine B. Hall)

A "**SUMMARY STATEMENT**" is a collection of **KEYWORDS** - the nouns and noun phrases that lists your most marketable experience, skills, education and relevant association memberships. It is your **HEADLINE** that will hook the reader.



If you write a strong **Summary Statement**, the first thing the employer sees are your best technical and/or transferable skills, traits and attributes. You can call it a "**SUMMARY OF SKILLS**" "**SUMMARY OF EXPERIENCE**" "**AREAS OF EXPERIENCE AND EXPERTISE**" – it's up to you.

Some people like to use **LEAD-IN STATEMENTS** to draft **SUMMARY STATEMENTS**.
For example:

Broad experience in _____

Successful track record in _____

Recognized for _____

*****Below are different formats you can use to write your SUMMARY STATEMENT*****
(Please Note: They are presented in "Plain Text" format)

EXAMPLE #1: AREAS OF EXPERIENCE AND EXPERTISE:

AREAS OF EXPERIENCE AND EXPERTISE

Proven team player and consensus builder
Strategic media/communication planning and response
Excellent verbal and written skills who can write and edit for targeted audiences
Success in creating public/private partnerships and emergency planning and communication
Policy analysis and development and work effectively with policy makers and elected officials
Extensive work with community and stakeholder groups who markets customer services effectively

EXAMPLE #2: A COMBINATION OF SUMMARY STATEMENT AND AREAS OF EXPERTISE:

Twelve years professional experience in Community and Transportation Planning.
Areas of expertise include Urban Design, Street Design for Pedestrian and Bicycle Safety and Access, Land Use Planning, Transit-Oriented Development, and Neighborhood Planning.
Skilled Project Manager, confident public speaker, group facilitator and workshop designer.
Proven ability to bring groups to consensus around challenging issues.
Strong writing and graphic design skills ranging from publications for planners, designers and community groups to code and legislative documents for City Council.

HOW TO USE SUMMARY STATEMENTS

EXAMPLE #3: SUMMARY OF QUALIFICATIONS:

SUMMARY OF QUALIFICATIONS

Expert in Scope of Work Coordination and High Voltage Clearances

Fully Trained in All Aspects of Utility, State, and Electrical Workers Safety Rules.

Ability to Coordinate Work of Multiple Individuals from Diverse Backgrounds on Different Teams. Journey-Level Electrician Constructor with Extensive Experience Serving as Acting Crew Chief

Recognized for Leadership Capabilities and Problem Solving Skills in Working with Crews

Broad Experience in Training and Working with Apprentice Electricians

EXAMPLE #4: SUMMARY OF QUALIFICATIONS AND EXPERTISE:

SUMMARY OF QUALIFICATIONS AND EXPERTISE

18 years experience in Administrative management

Areas of expertise include record keeping, database and webpage management

Proven ability to provide quality service to internal and external customers including members of the department Executive Team and elected officials

Strong writing and editing skills ranging from letters, memos, fact sheets, and white papers.

Recognized as dependable and well organized who can schedule multiple events and maintain calendars for 3 Managers

EXAMPLE #5: SKILLS SUMMARY:

SKILLS SUMMARY:

A proven leader with over 19 years experience in Public Parks Maintenance work.

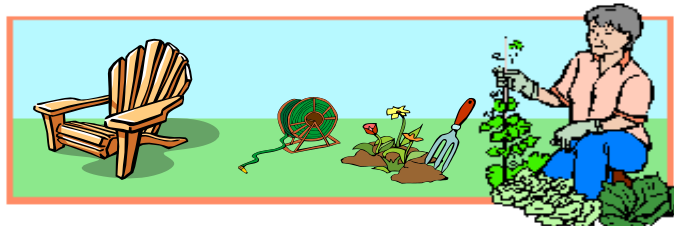
Possesses strong leadership skills and ability to create a work environment where crews are productive and successful.

Superior workplace safety record. Strong troubleshooting and expert equipment repair skills.

Demonstrated abilities to solve problems and sustain high productivity while meeting critical deadlines.

Proven track record in drafting and implementing district work plans in collaboration with staff and management.

Experience in developing and monitoring annual budgets that include salaries, supplies, services, utilities, and equipment.



GETTING STARTED ON YOUR SUMMARY STATEMENT – FILL IN THE BLANK

FILL IN THE BLANK: BELOW ARE EXAMPLES LEAD IN STATEMENTS AND OF AREAS OF EXPERTISE YOU CAN USE TO BUILD YOUR SUMMARY STATEMENT

- Diverse experience in
- Demonstrated ability to
- Recognized for
- Successful track record in
- Ability to build effective relationships by
- In-depth knowledge and operational experience in
- Strong background in
- Vision and strong strategic planning capabilities
- Strong, demonstrated interpersonal skills
- Strong analytical, problem solving and organizational skills
- Strong customer service skills and orientation
- Proven ability to handle complex issues in normal and crisis situations
- Demonstrated strengths include:
 - Forecasting/Budgeting/Planning
 - Problem Solving
 - Administrative/Delegation
 - Project Management
 - Financial Forecasting
 - Extensive and strong skills in
 - Proven success in
 - Broad experience in
 - Expert level in
 - Marketing
 - Development
 - Leasing Negotiation
 - Operations Management
 - Maintaining Profitability

Again – This is a HEADLINE.

**You have to BACK UP this Headline with
DETAILED INFORMATION about your skills, experience
and abilities in your Resume, Cover Letter and Interview!**

~ Go to Exercises 1 & 2 in the Workbook ~

TRAINED SKILLS, TRANSFERABLE SKILLS, STRENGTHS, & TRAITS

As you write your resume and prepare for interviews, it's important to communicate your **TRAINED SKILLS, TRANSFERABLE SKILLS, STRENGTHS, TRAITS** and **INTERESTS**.

Below are definitions of "What You Bring to the Table"



TRAINED SKILLS: Skills you learned in life, on the job, or in school, such as computer or accounting skills – or apprenticed to learn, such as being an Electrician Constructor or Mechanic.

TRANSFERABLE SKILLS: Skills you use at work, at home – in the community; skills that document your ability to contribute to the organization or position, such as Leadership Skills, Communications Skills, Coaching Skills, Writing Skills.



STRENGTHS OR TALENTS: Intrinsic – Hardwired – something you're born with. For example, some people are born artistic, musical or detail oriented.



TRAITS: Words that describe your work style and who you are as a person. These are words that people are likely to use when they describe you to someone else, such as "friendly, compassionate, helpful, and independent".



~Go to Exercise 3 in the Workbook ~

ACCOMPLISHMENT STATEMENTS

(ADAPTED FROM JEANNINE B. HALL)

Use “**ACCOMPLISHMENT STATEMENTS**” to **improve** each bullet in your resume. Do this by citing a **SITUATIONAL EXAMPLE** of your skills – and the **RESULTS** or **OUTCOME** of your work.

ACCOMPLISHMENT STATEMENTS quantify how your actions were beneficial to your team or employer. Read the broad examples below. Think about what specific information you’d insert to complete the statements.

- *Conceived and/or created a new program, system, service, procedure or plan resulting in*
- *Initiated, devised, and carried through a complex plan or process that*
- *Successfully handled an emergency situation or crisis that*

There is a formula for **ACCOMPLISHMENT STATEMENTS: SITUATION + ACTION = RESULTS.**

SITUATION:	What problem, area of responsibility or situation existed? <i>City needed a comprehensive Basic PC Skills Training Curriculum so classes could be taught in-house.</i>
ACTION:	What action did you take? <i>Designed from concept to completion a comprehensive basic computer skills training curriculum.</i>
RESULTS:	What were the results of your efforts? Quantify the results whenever possible with percentages, dollars, or scope. <i>City now has basic computer skills training courses that are tailored to the City’s needs and can be taught in-house for a fraction of the cost of outside training.</i>

From the SAR - the completed Accomplishment Statement:

Saved the City 35% to 50% in training costs by designing and delivering from concept to completion a comprehensive, low-cost computer skills training.

This is a Summary or Boil Down of the SAR into a Single Statement

THE “SO WHAT?” TEST:

How do you know if you’ve written a good **ACCOMPLISHMENT STATEMENT**?
Ask “**SO WHAT?**” at the end of each statement – if you have an answer to “**SO WHAT?**” you’ve probably written a good **ACCOMPLISHMENT STATEMENT**.

Note: This packet contains an ACCOMPLISHMENT STATEMENT Workbook with exercises and worksheets!

~ Go to Exercise 4 in the Workbook ~

RESUME FORMATS

Online Resumes – or – Plain Text Resumes

- The “wave of the future” is here. Many private and public sector organizations (including the City of Seattle) are using **Online Employment Systems** instead of accepting hard copy paper resumes.
- When applying to an **Online System, (like the City of Seattle’s Online Employment System)** you should submit a **PLAIN TEXT** resume, not a formatted resume. If you have a formatted resume, do a SAVE AS and remove bullets, underlines, columns and other formatting. Use asterisks for bullets. The following pages contain examples of Plain Text and Formatted Resumes.
- Why **ONLINE RESUMES?** Because the "old rules" have changed. The majority of resumes are processed electronically.
- Technology is rapidly changing the face of traditional job searching – recent statistics show that a **majority of employers use the Web for recruiting.**

Formatted or Hard Copy Resumes

- These resumes are the traditional and nicely formatted, used when submitting a paper hard-copy resume.
- **BEWARE!** Formatted Resumes do not copy and paste well into Online Systems – they often look like gibberish.

Online or Formatted - Which to Use?

- The answer is BOTH!
- Have a Plain Text version and a Formatted version so you will be prepared for both types of application processes.

**The following pages provide resume samples.
Each resume is represented as a Plain Text
resume for an Online Application.**

Online Resume Samples

ONLINE RESUME SAMPLES

RESUME OF MARGE INOVERA

Home Phone; Cell Phone; E-Mail Address

**Security Tip: Include ONLY
your home phone, cell phone
and e-mail address.**

SUMMARY OF QUALIFICATIONS AND EXPERTISE

18 years experience in Administrative management

Areas of expertise include record keeping, database and webpage management

Proven ability to provide quality service to internal and external customers including members of the department Executive Team and elected officials

Strong writing and editing skills ranging from letters, memos, fact sheets, and white papers

Recognized as dependable and well organized who can schedule multiple events and maintain calendars for 3 Managers

COMPUTER SKILLS

Microsoft Word 2007. Microsoft Access 2007. Microsoft Publisher 2007. Microsoft Excel 2007. Microsoft PowerPoint 2007

CAREER HISTORY

ADMINISTRATIVE SPECIALIST I, CITY OF CASCADE HUMAN RESOURCES DEPARTMENT
JUNE 2001 - TO PRESENT, CASCADE, WASHINGTON

IN CAPACITY AS ADMINISTRATIVE SPECIALIST II OUT OF CLASS MARCH 2003 – NOVEMBER 2003:

* SPECIAL ASSIGNMENT: Selected to work Out of Class as an Administrative Specialist II serving as primary support person to Division Director for 6 months.

* SUPERVISION AND TRAINING: Supervised staff of 2 Administrative Specialist I. Assigned and reviewed work to ensure accuracy and quality. Trained staff on procedures and protocol for Director correspondence that resulted in accuracy and timeliness in all documentation.

* SPECIAL RESEARCH ASSIGNMENT: Served as Lead on Special Research Assignment to gather and compile data on hiring trends and labor forecasting for Director. Conducted research, drafted report, and presented final to Director and a sub-committee that was successfully utilized and adopted by the sub-committee as a tool to assist in developing new policy, standards, and practices.

IN CAPACITY AS ADMINISTRATIVE SPECIALIST I:

* LEAD SUPPORT STAFF: Provide high-end technical support to management and professional staff in the City Training Unit. Draft, prepare and/or format Resource Guides, brochures, memos/letters, application forms, and training alerts (flyers) that inform employees about Training opportunities. Disseminate data Citywide so that employees have up-to-date training information.

* DATABASE & BUDGET MANAGEMENT: Maintain database for all Citywide training. Register and track incoming training applications in EV2 database to ensure timely and correct training request data. Maintain and update budget and statistical data and produce accurate and detailed quarterly budget statement that is used in reports to Mayor and Council.

* TRAINING PACKETS: Maintain and update New Supervisor and New Employee Orientation packets on a monthly basis so that the current information is distributed. Update Internal Procedures Manual, Employee Reference Guide and Departmental Training Coordinators lists.

* SUPERVISION AND TRAINING: Orient and train new support staff and Work Study students. Supervise Work Study student. Monitor and coach new employees to ensure they have information and support in order to be productive.

* WEBPAGE: Draft, revise, maintain and send training-related materials to Webmaster to be loaded on to the City internal and external Internet Home Page that reflects up-to-date information.

ADMINISTRATIVE SPECIALIST I, CITY OF CASCADE PLANNING COMMISSION OFFICE
APRIL 1997 - JUNE 2001, CASCADE, WASHINGTON

* PRIMARY SUPPORT: Provided primary clerical support to the City Planning Commission. Assisted the Director with preparing Commission budget. Maintained office accounts and ordered / purchased supplies.

* REPORTS AND DATA MANAGEMENT: Formatted and produced reports, letters, memorandums, outlines, statistical data. Maintained confidential data, filing system, and managed all document flow and placement that resulted in an organized and efficient operation.

* TRAINING COORDINATOR AND EEO OFFICER: Served as Commission Office Training Coordinator and EEO Officer. Oversaw training needs of office. Arranged specialized workshops tailored to staff needs. Drafted annual Training Report and annual EEO Hiring Report. Developed hiring goals to ensure the City met annual EEO standards.

EXECUTIVE SECRETARY, DEWEY, CHEATHAM, & HOWE, CPA
AUGUST 1991 - APRIL 1997, LAS VEGAS, NEVADA

* TAX CONTROL DOCUMENT FLOW: Served as Executive Secretary in charge of firm Tax Control document flow. Tracked document flow, and kept records of confidential Individual Income Tax Returns of firm clients. Monitored all preparation, processing and billing of returns.

* REPORTS AND DATA: Produced financial statements, reports, letters, outlines, charts and graphs, billing statements, and memorandums. Ensured confidentiality of all client data.

* HIRING AND STAFF TRAINING: Hired and trained support staff. Supervised three employees. Organized the office workload and set priorities and goals for subordinate staff. Conducted annual performance evaluations of clerical staff.

* PAYROLL: Prepared payroll for partners / staff, made travel arrangements, and maintained office accounts.

COMMUNITY INVOLVEMENT

* Seven years volunteering with a non-profit organization that works with children and youth. Provided one-on-one counseling to children and teens; assist in planning and developing service-oriented projects, and teach aerobics once a week to children and their families.

* Two years volunteering in a neighborhood senior center.

* One year serving as assistant coach for all-girls soccer team.

EDUCATION

North Seattle Community College Seattle, Washington
Associates Degree June 1988 Major: Business

Attending University of Washington Seattle, Washington
Anticipated Graduation June 2013 Major: Business Administration

WILL PRYCE RANDOMLI
Home Phone; Cell Phone; E-Mail Address

This is NOT a strong Summary Statement
because it's too general. Needs some
information specific to the Airlines industry

PROFESSIONAL ATTRIBUTES

Exceptional organizational skills; Excellent oral and written communications skills; Versatile professional with superior public relations skills; Proven leadership qualities; Self motivated and self starter; Creative, innovative, problem solver

CAREER HISTORY

AIRPORT CUSTOMER SERVICE / GATE AGENT; AIRPORT PASSENGER SERVICE / DELTA AIR LINES

10/2004 – PRESENT; SEATTLE, WASHINGTON

Responsible for all aspects of flight operations from time of arrival to departure. Provide full range of passenger services; communicate with flight crew, tower, ground crew, and security; and generate pre-departure paperwork for flight crew.

* CUSTOMER SERVICE AND SAFETY: Provide one-on-one customer service to passengers to confirm and/or modify reservations, resolve passenger complaints, and provide individualized services to special needs passengers. Monitor passenger counts and status changes during boarding to ensure accuracy and scrutinize individual passengers for safety and security purposes.

* INFORMATION LIAISON: Act as liaison between flight crew and tower. Communicate with flight operations staff, ground crew, and airport security. Dispatch all information to pilots & flight attendants throughout course of operation.

* DATA GENERATION: Generate final departure paperwork for flight crew, such as weight and balance data for pilots, final departure report for flight attendants, final pre-departure clearance from tower, and other specific information on operational needs of flight. Reconcile paperwork for accounting and billing purposes.

* TRAINER: Develop, update and provide cost-effective in-house training courses for new / current employees

* ACTING SUPERVISOR: Act as back up to supervisory staff. Selected by management for special assignments.

SALES REPRESENTATIVE; CALIFORNIA CAPERS

11/2004 - 7/2005 (CONCURRENT WITH DELTA AIR LINES); HUNTINGTON BEACH, CALIFORNIA

Seattle-based independent distributor of POGS, a collector's toy aimed at the youth market.

*MARKETING: Responsible for generating and maintaining accounts with area merchants. Major accounts included The Bon Marche, K-Mart, Hammond Toys, Allied Stores, and accounts with small merchants.

* INVENTORY / SHIPMENTS: Maintained and tracked accurate inventory for local vendors. Arranged timely direct shipments to vendors from manufacturing plant located in Huntington Beach, California.

RESERVATION SALES AGENT; HORIZON AIRLINES

4/2003 - 4/2004; SEATTLE, WASHINGTON

Provided full range of passenger reservation and travel related services for travel agencies and the general public, and international passengers, such as arranging and confirming routing and reservations for passengers of scheduled airline flights, and quoting fare and schedule information.

* CUSTOMER SERVICE / INVENTORY: Monitored current and advance inventory of available passenger space on flights. Provided other customer services in a professional and courteous manner.

* RENTALS: Quoted automobile rental fees and reserved automobiles for airlines customers.

EMERGENCY MEDICAL TECHNICIAN / SECURITY; SAFECO FIELD
6/2002 - 10/2004 (CONCURRENT WITH HORIZON AIRLINES); SEATTLE, WASHINGTON

IN CAPACITY OF EMERGENCY MEDICAL TECHNICIAN (EMT) – 12 HOURS PER WEEK:

- * EMERGENCY MEDICAL: Provided prompt and efficient emergency medical care to sick or injured persons. Assessed and evaluated symptoms; administered care accordingly. Determined need for medical treatment.
- * PATIENT TRANSPORT: Communicated with hospitals and arranged for efficient patient transport.
- * PATIENT CARE: Maintained control at scene and ensured patient safety. Performed duties under pressure with composure and self-confidence.

IN CAPACITY OF SECURITY PERSONNEL – 10 HOURS PER WEEK:

- * SECURITY: Patrolled and secured premises while observing conduct and behavior of patrons. Infractions: Maintained lookout for irregularities and warned violators of rule infractions.
- * RADIO COMMUNICATIONS: Maintained radio communications with security office.

PROPERTY MANAGER; FAMILY OWNED PROPERTY
10/95 – PRESENT; SEATTLE, WASHINGTON

- * MANAGE RENTAL: Manage residential real estate properties. Screen applications and interview prospective tenants. Negotiate terms of lease agreements. Prepare lease and collect specified rents.
- * RECORDS AND UPKEEP: Maintain accurate records. Arrange for upkeep and care of properties.

COMPUTER PROGRAMS

Proficient at Word 2007, PowerPoint 2007, Publisher XP, Excel 2007 Familiar with Access 2007

COMMUNITY / PROFESSIONAL ACCOMPLISHMENTS

Volunteered and Apprenticed under a Physician Assistant at area clinics, 1999.
Earned a Certificate of Completion in Medical Terminology from the University of Washington, 1999.
Volunteered at the University Hospital Emergency Department. 1999 - Present
Volunteered at The Seattle Animal Shelter. 2000 - Present

EDUCATION

Bachelor of Science; Exercise Physiology, University of Washington; Seattle, Washington
Emergency Medical Technician (EMT) Certificate, State of Washington Certificate

RESUME OF GEORGE STAYONTOPOTHIS

206 684-9999 (w) 206 888-8888 (cell) gs@aol.com

AREAS OF EXPERTISE AND QUALIFICATIONS

A versatile and highly regarded professional with expertise in Organizational Development, Instructional and Program Design, Curriculum Development, and Training:

Nineteen years professional experience in Staff Training and Workforce Development

Successfully managed Citywide training, schedules and logistics for both the Office 2007 and Outlook 2007 deployments

Lead Trainer in workforce development classes and computer applications

Strong writing and verbal communications skills ranging from instructional design materials, speech writing for executives and script writing for Citywide recognition events

Proven ability to work across departmental and organizational lines to achieve results

Skilled and confident public speaker and workshop designer

Experience working with diverse personalities and working styles

Well organized and detail oriented

TRAINING DEVELOPER AND COORDINATOR; TRAINING AND DEVELOPMENT UNIT

11/90 – PRESENT; CITY OF SEATTLE PERSONNEL DEPARTMENT

* **WORKFORCE DEVELOPMENT:** Design, develop and administer dynamic workforce development training for employee career advancement and outplacement such as Resume Writing, Interviewing, Self-Assessment and Job Search workshops attended by over 3000 employees who seek advancement or require outplacement assistance. Workshops generate high evaluations and participant satisfaction ratings.

* **OUTLOOK AND OFFICE 2007 DEPLOYMENT:** Special Assignment to work with the Office 2007 and GEM (GroupWise to Exchange Migration) Teams to manage training, schedules and logistics for the massive Citywide deployment to Office and Outlook 2007 that has successfully trained over 5,000 City employees.

* **POLICY ADVISOR:** Advise GEM Team and Citywide Tech Council on policies related to Outlook 2007 that benefited both technical staff and end-users. Advise Personnel Department leadership on succession planning strategies.

* **COMPUTER TRAINING (1998-2008):** Saved the City 35% to 50% training costs annually by designing and developing from concept to completion a comprehensive, cost efficient computer skills training in Microsoft Word, PowerPoint, Files Management and Novel GroupWise attended by over 2,500 employees.

* **FACILITATE AND DELIVER WORKSHOPS:** Deliver training and development workshops that ensure employees receive technical skills training that enhance productivity are aligned with marketplace needs, meet corporate objectives and keep pace with current technology.

* **MAYOR'S SERVICE AWARDS CEREMONY:** Draft script and emcee this popular event for the Mayor that honors employees with 20 + service to the City.

* **EXECUTIVE COMMUNICATIONS (1990 – 1996):** Produce annual reports submitted to the Mayor, City Council and top policy management executives. Write speeches delivered by the Mayor, elected officials and executive staff. Editor and chief writer of Mosaic, a nationally recognized diversity newsletter for City employees. Authored articles for trade publications such as the American Society for Training Development newsletter.

* **DIVERSITY TRAINING, POLICY & PROJECTS (1990 – 1996):** Advised Personnel leadership on Valuing and Managing Diversity policy and programs. Developed and directed Diversity Training and award winning City of Seattle diversity programs, activities, and initiatives. Produced Forums and Annual Awards Ceremonies attended by over 2000 employees. Wrote publications and speeches. Served as the Mayor's liaison on Diversity, providing resource information to municipalities and the private sector.

EMPLOYMENT & HUMAN SERVICE COORDINATOR YOUTH EMPLOYMENT EDUCATION PROGRAM (YEEP)
JANUARY 1986 JUNE 1990; CITY OF SEATTLE DEPARTMENT OF HUMAN RESOURCES

* EMPLOYMENT & TRAINING: Delivered education and training services to at-risk youth funded by the US Department of Labor (DOL) Job Training Partnership Act (JTPA). Developed, negotiated and monitored On-The-Job Training (OJT) contracts. Exceeded JTPA annual job placement goals by 10% - 20%.

* DOL PILOT PROJECT: Represented the City in a DOL public-private pilot program to develop a competency-based curriculum pilot project to be used in urban center alternative schools.

ADDITIONAL PROFESSIONAL EXPERIENCE:

ENERGY CONSERVATION REPRESENTATIVE (ECR) ; LOW INCOME ENERGY PROGRAM
JULY 1982 NOVEMBER 1985; CITY OF SEATTLE DEPARTMENT OF HUMAN RESOURCES

LEGISLATIVE AIDE; OFFICE OF INTERGOVERNMENTAL RELATIONS
JANUARY 1982 APRIL 1982 (TEMPORARY POSITION); CITY OF SEATTLE

PROFESSIONAL AND COMMUNITY ACCOMPLISHMENTS

* Designated to work on Special Assignment with Project Team from the Department of Information Technology (DoIT) GEM and Office 2007 Teams and external consultants to plan and execute massive Citywide training in support of the Office and Outlook 2007 migrations and to develop updated policies regarding the use of Outlook 2007.

* Created a three detailed and well received Handbooks for City employees, HR Offices and external applicants on how to use the City's Online Application system.

* Member, Garden Court Board of Directors and Liaison to Association Safety Committee, 2005 - 2008.

* Member, Steering Committee on a Seattle City Councilmember Re-election campaign.

* Wrote two articles in Governing Diverse Communities: A Guide Book on Governing in Diverse Communities, a resource book by National League of Cities published in 1997.

* Cited as source expert in Chapter 5 of Public Personnel Management: Current Concerns/Future Challenges, a graduate-level textbook from the Nelson A. Rockefeller College of Public Affairs, State University of New York at Albany. Chapter 5, "Excellence in Diversity", highlights innovative diversity programs in four American cities.

* Compiled and submitted the City's winning 1st place entry in the 1995 National League of City's City Diversity Contest

* Lead Volunteer assigned to National Advance Teams and campaign staff for four Presidential campaigns.

EDUCATION

Bachelor of Arts (BA) in English with Sociology Minor

University of Utah

Moe D'Lawn

Home Phone; Work Phone; E-Mail Address

SUMMARY OF QUALIFICATIONS

A proven leader with over 19 years experience in Public Parks Maintenance work.

Possesses strong leadership skills and ability to create a work environment where crews are productive and successful.

Superior workplace safety record. Strong troubleshooting and expert equipment repair skills.

Demonstrated abilities to solve problems and sustain high productivity while meeting critical deadlines.

Proven track record in drafting and implementing district work plans in collaboration with staff and management.

Experience in developing and monitoring annual budgets that include salaries, supplies, services, utilities, and equipment.

CAREER HISTORY

MAINTENANCE CREW CHIEF; DEPARTMENT OF PUBLIC WORKS

JULY 2000 – PRESENT; SEATTLE, WASHINGTON

* **SUPERVISE MAINTENANCE:** Supervise, plan, schedule, and coordinate staff assignments at park, facilities to ensure maintenance work is completed on schedule and within budget. Supervise and implement landscaping plan to maintain grounds. Review, evaluate, and inspect work performed by ground maintenance crews and other laborers to ensure quality work. Assist management and master gardeners to plan and implement grounds maintenance programs, policies, procedures so that the crews' schedules are coordinated and strategically organized.

* **WORKPLACE SAFETY:** Improved staff safety record by 50% by providing training on workplace safety procedures and standards and landscaping practices. Monitor compliance to avoid injury. Safely store fertilizers, pesticides and other toxic materials away from the public to prevent illness and contamination.

* **RECORD KEEPING:** Maintain accurate personnel records on maintenance crews and technical records on weekly production. Draft and submit weekly reports to management. Draft correspondence related to maintenance crew activities. Track requisition supplies and equipment and maintain inventories to assess future needs for additional equipment.

* **PROJECT MANAGEMENT:** Coordinate projects with other departments, utilities, and businesses to ensure smooth operations across department and business lines. Assign staff to work on special projects.

MAINTENANCE LABORER; DEPARTMENT OF PUBLIC WORKS

JANUARY 1996 - JUNE 2000; CITY OF SAN GABRIEL

* **SUPERVISED STAFF AND MAINTAINED GROUNDS:** Supervised maintenance work of semi-skilled laborers in both indoor and outdoor work that included custodial and grounds maintenance responsibilities. Provided ongoing care, preparation and maintenance for ballfields, tennis courts, fountains, picnic grounds, play areas, wading pools, and other recreational venues. Performed outdoor maintenance such as mowing, edging, other lawn maintenance; assigned use of tractors, edgers, and sweepers to crews.

* **BACK UP FOR CREW CHIEF:** Assisted Crew Chief in planning schedules / staffing, and the use of materials and equipment. Helped Crew Chief maintain proper records and draft correspondence.

* **BUILDING MAINTENANCE:** Coordinated and performed skilled work in the maintenance, repair and construction of buildings and facilities to include preparing walks and street for asphalt and concrete paving operations.

* **BUILDING SERVICE WORK:** Performed building service work such as supporting motor pool operations, setting up for special events and change overs, and storing, relocating, delivering, and/or disposing office equipment and furniture. Repaired and maintained playground equipment, picnic tables, bleachers and other outdoor recreation materials / facilities. Maintained and repaired bridges, tunnels and drainage systems. Washed and chlorinated reservoirs with high pressure water hoses.

ENERGY CONSERVATION REPRESENTATIVE (ECR); DEPARTMENT OF HUMAN SERVICES JULY 1990 - NOVEMBER 1995; CITY OF SAN GABRIEL

***AUDITS AND INSPECTIONS:** Conducted energy audits and inspections for the Low-Income Weatherization Program.

***WRITING AND RESEARCH:** Wrote / developed Public Service Announcements and the "Free is the Best Deal in Town" ad campaign. Wrote lead article for the Department of Human Services newsletter, The Human Factor. Researched, developed and distributed a Community Resource Guide with information on social services available to clients.

COMMUNITY ACCOMPLISHMENTS

Coach softball and soccer at San Gabriel Community Center.

Serve as neighborhood Block Watch Captain.

Plan and coordinate an annual recreational event for a service organization.

Attended school while working full-time in order to earn Associates of Arts degree.

EDUCATIONAL BACKGROUND

Associates of Arts Degree (AA); San Gabriel Community College; San Gabriel, California, 1999

Sammy Conductor

Home Phone; Cell Phone; E-Mail Address

SUMMARY OF QUALIFICATIONS

Expert in Scope of Work Coordination and High Voltage Clearances;

Fully Trained in All Aspects of Utility, State, and Electrical Workers Safety Rules.

Ability to Coordinate Work of Multiple Individuals from Diverse Backgrounds on Different Teams.

Journey-Level Electrician Constructor with Extensive Experience as Acting Crew Chief.

Recognized for Leadership Capabilities and Problem Solving Skills in Working with Crews.

Broad Experience in Training and Working with Apprentice Electricians

CAREER HISTORY

ACTING ELECTRICIAN CONSTRUCTOR WORKING CREW CHIEF; CASCADE CITY UTILITY APRIL 2005 - PRESENT; NORTH POWER STATIONS

* **SUPERVISION:** Supervise a crew of Electrician Constructors and Electrician Constructor Apprentices. Develop up workload forecasts so assigned substation and crew can function seamlessly. Coordinate jobs with different work groups, Engineering, Shops, Labor Crews, Line Crews and City Utility customers to prevent service disruptions. Develop expectations supervised and conduct quarterly reviews to ensure performance. Buy, track material purchases for CIP jobs to maintain equipment and meet budget.

* **FACILITIES MAINTENANCE:** Maintain substation equipment / facilities and write / maintain substation maintenance records, hazardous waste reports, and weekly work reports to ensure integrity. Track employee hours, productivity, attendance, crane inspections, maintenance reports and trouble calls to ensure accuracy.

* **EQUIPMENT INSTALLATION:** Install new substation equipment including transformers, circuit breakers, capacitor banks, relay and control wiring to maintain uninterrupted service delivery.

* **POLICY, PROCEDURES AND UNION CONTRACTS:** Enforce Utility Policies and Procedures; know, follow and enforce the Washington State Electrical Workers Safety Rules; follow and enforce the Cascade City Utility Clearance Procedures so employees remain safe. Comply with Union Labor agreements.

* **HIGH VOLTAGE CLEARANCE:** Hold successful high voltage clearances for work at Substation facilities.

ELECTRICIAN CONSTRUCTOR; CASCADE CITY UTILITY OCTOBER 2000 - MARCH 2005; NORTH & SOUTH POWER STATIONS

* **SUPERVISION:** Supervise, guide and develop Electrical Helpers and Apprentices resulting in well trained workers. Write and maintain substation maintenance records to track history.

* **EQUIPMENT MAINTENANCE:** Safely maintain high voltage electrical equipment in substations and generating facilities. Install and keep new Electrical equipment and control wiring. Answer and repair "Trouble Calls" on electrical equipment and City Utility facilities so service to customers is addressed. Stock materials and tools needed for stations, trucks and specific jobs so staff are well equipped.

* **SAFETY PROCEDURES:** Know, and follow the Washington State Electrical Workers Safety Rules and follow the Cascade City Utility Clearance Procedures so employees remain safe.

* **HIGH VOLTAGE CLEARANCE:** Hold successful high voltage clearances for work at Substation facilities.

EDUCATION

Cascade City Utility Apprentice Program Cascade, Washington
September 1996 - September 2000; Completed four year State of Washington Constructor Apprentice program

BS Degree in Environmental Science; Rockfield College; Trenton, New Jersey
September 1992 - May 1996

North Seattle Community College; Seattle, Washington
January 1996 - present ~ completed 24 credit hours related to electrical theory

PROFESSIONAL ACCOMPLISHMENTS

NWPPA Management Internship Program Graduate; March 2002

S & C Electric Company Switchgear School; January 2003

EPRI Substation Maintenance Seminar; September 2004

Alber Battery Maintenance Seminar; September 2003

American Red Cross CPR Instructor; January 2005

First Aid, Tower and Vault Rescue, Personnel Grounding; May 2005

Confined Space Training, Lock Out Tag Out, Clearance Procedures; May 2005

Nominated Cascade City Utility Employee Award Program; June 2003

Discovered a safety problem with line disconnect fuses which changed City Utility's material standards.

ACCOMPLISHMENTS AT CITY UTILITY: COMPLETION OF THE SWITCHYARD REHAB

Acted as the coordinator for the second year of the project. Lived and worked at the Cascade Generating Facility for five months during 2003. The job entailed the completion of half of the switchyard rebuild and the installation of a new 100 Megawatt Transformer.

Coordinated with many different work groups including people from the Cascade Powerhouse, Electrical and Steel crews from Cascade, Shipping & Receiving, Carpenters, Operators, Truck Drivers, Engineers, a Factory Rep. from Brazil, private contractors who moved the transformer in and the old transformer out, Outage and Power Dispatchers and Project Management.

Assigned the scope of work to be done by each crew. Had as many as twenty-five people working under my direction in the switchyard. Verified that all parts needed for the job were on site. Identified and scheduled equipment needs. Tracked employee work hours, lodging and meals. Scheduled and held High Voltage Clearances so work could be done. Wrote daily reports and for my Supervisor, the Division Director, Project Management and Engineering. This work was completed ahead of schedule and under budget.

As a result of our efforts and good work, my crews and I were nominated for this year's Employee Awards Program for Cascade City Utility.

VOLUNTEER EXPERIENCE

Vice President, Rotary Club; Kent, Washington

January 2005- present; Organize and supervise community events.

GLOSSARY OF TERMS

Accomplishment Statement	Statement that describes the results or outcomes of your work
Action Verbs	Specific, clear and powerful words to describe your work
Active Voice	Concrete, descriptive words that express your skills, assets, experience, and accomplishments. "I edit newsletters".
Chronological Resume	Organized by employment history in reverse chronological order
Competency (skill set)	Specific skills used on the job
Curriculum Vitae (or CV)	Formal, detailed listing of publications, presentations, professional activities, honors, and additional information.
Hard Copy Resume	Formatted resume submitted by paper
Jargon	Specialized or technical language of a trade, profession, or group
Marketable Skill	Skills sought after by employers
Objective Statement.....	Outdated statement at the top of our resume listing what types of jobs you desire
Online Employment System.....	System where you apply for jobs online via the internet
Online Resume (Plain Text Resume) ...	A resume sent to the employer electronically, either via email, by submitting to Internet job boards, or to their Web page.
Passive Voice.....	Indirect language: "The newsletter is edited by me".
Plain Text Resume (Online Resume) ...	A resume sent to the employer electronically, either via email, by submitting to Internet job boards, or to their Web page.
Situational Examples	Describing your skills by citing a situation where you used the skill
Skill Set (competency).....	Specific skills used on the job
"So What" Test	Method to determine if you've written a good Accomplishment Statement
Strength (or Talent)	Something you're born with – like artistic, musical, detail-orientated
Summary of Skills – or Summary Statement	A collection of Keywords that list your skills, experience, education and professional memberships
Trained Skill	Skills you learned on the job or in school, such as computer or accounting skills
Traits.....	Words that describe your work style and who you are as a person
Transferable Skill	Skills you use anywhere – home or work – like "leadership" or "coaching" or writing skills