



WELCOME!

**Thank you for joining our
Zoom Webinar**

Resumes That Get You Hired!

*All attendees will automatically be in “Listen Only”
mode when joining the Zoom event*

www.MyEmploymentOptions.com

Our Company

Employment Options (MEO) is an authorized Employment Network in Social Security's **Ticket To Work** Program.

We provide **Free** job placement services for Work At Home and Local Community jobs:

- To qualified persons ages 18-64
- Who are receiving SSDI or SSI benefits
- Across 48 states and Washington, D.C.
- **Now Accepting California applicants!**

Our Company

- ★ **Over 20 years of Expertise**
- ★ **Long Standing Employer Partnerships**
- ★ **Personal Job Counselor Assistance**
- ★ **Certified Benefits Specialist On Staff**
- ★ **Many Staff are Ticket To Work Participants**
- ★ **We Practice the Personal Touch**

Our Company



SARAH LIND is a Senior Community Employment Counselor at Employment Options and specializes in helping our clients find good job matches in their local communities. Sarah has been with My Employment Options for over 11 years.



LISA SEELEY is a Senior Employment Counselor at Employment Options for over 11 years who assists clients in finding Work At Home positions. Lisa also is a participant in the Ticket to Work Program and a Social Security Ticket to Work Success Story.

Resume Tips

Resumes That Get You Hired!



Topics To Be Covered Today

- How Resumes Open Doors to an Interview
- How to Create a Work at Home Job Resume
- How to Create a Community Job Resume
- Help with Gaps in Employment
- Tips for Career Changes

www.MyEmploymentOptions.com



Introduction

Purpose of a resume

- Your resume's purpose is to land you an interview!
- Your resume does this by giving employers relevant information about your strengths, experience, and accomplishments
- Your resume also should look good to represent you well



Introduction

Purpose of a resume

- Your resume will get the employer's attention by highlighting your knowledge, skills, and abilities that make you a great candidate
- Your resume should demonstrate you can do the job



General Tips

- Your resume content is most important
- Your resume should also be well organized
- Disorganized and cluttered resumes may end up in the “out” basket





General Tips

Eliminate clutter

- Remove unnecessary information
- Get rid of outdated information

Example

References available upon request



Resume Formatting Tips

Chronological vs. Functional Format

- A chronological resume shows jobs you have held, for how long, and your responsibilities
- A functional resume shows skills front and center with less emphasis on work history



Resume Formatting Tips

Chronological vs. Functional Format

- Surveys have shown that a chronological format is preferred by employers



- Some recruiters actually say they “hate” a functional resume format



Resume Formatting Tips

- Work from home jobs generally require a one-page resume
- Automatic Tracking Systems (ATS) detect longer resumes
- For high-level community positions a two-page resume may be needed



Resume Formatting Tips

- Font size should be set at 10 to 12, smaller fonts are hard to read
- A slightly larger font size is okay for your name, but no more than 16 point
- Margins usually default to 1 inch, which can be changed to keep your resume to one page, but less than .5 inch looks cramped

THOMAS JEFFERS
St. Petersburg, FL 33711
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tjeffers@gmail.com

SKILLS & QUALIFICATIONS

- Excellent customer service skills
- Experienced with high-volume calls
- Strong collections background
- Proficient with Microsoft Office
- Ability to navigate through multiple windows
- Accurate typing 50 WPM

EMPLOYMENT EXPERIENCE

Senior Collector, Bayside Hospital, Tampa, FL 2015-2021

- Consulted with patients to resolve outstanding bills
- Directed patients to appropriate government programs
- Accommodated patients financial assistance needs

Collector, Suncoast Medical Center, Tampa, FL 2011-2015

- Developed payment arrangements for patient accounts
- Referred patients to insurance assistance programs
- Submitted patient's insurance claims to billing department



Resume Formatting Tips

- Use modern fonts Calibri or Arial
- Don't use outdated Times New Roman font
- Use the same font throughout your resume
- Use black font color for the entire resume



Resume Formatting Tips

- Use **ALL CAPITAL** and **BOLD** font styles for section headings such as **SKILLS, EXPERIENCE, EDUCATION**
- Underlining headings or having a colon (:) after headings adds clutter
- Align section headings on the left margin



Resume Formatting Tips

- Use bullets to highlight skills, job responsibilities, and accomplishments
- Bullets should draw attention to the most important information
- You don't want employers to be "killed by bullets"





Resume Building Blocks

YOUR NAME

City, State Zip

(777) 777-7777

yourname@gmail.com



- Contact information on the left margin or centered depends on your preference
- It is okay to leave off your street address
This eliminates security concerns about your personal information!



Resume Building Blocks

- The words in red type are not needed
- Keep it simple and delete the clutter!

SARAH E. LIND

St. Petersburg, FL 33777

~~Phone:~~ (727) 777-7777

~~Email:~~ sarahelind@gmail.com



Resume Building Blocks

Email address Do's and Don'ts

- DO set up a separate email for employment
- DO use Gmail since employers view it as more professional and tech savvy
- DON'T have an inappropriate email address such as kissesxo1@gmail.com



Resume Building Blocks

Phone Do's and Don'ts

- DO make sure your phone number is correct
Call yourself!
- DON'T have a voice message that sounds unprofessional to a prospective employer





Resume Building Blocks

Do Resumes Need an Objective?

- An objective is no longer an essential part of a resume
- Career experts say that having an objective is unnecessary and outdated
- Using a summary introduces you to the employer



Resume Building Blocks

Summary

- Represents you for the type of community job you are applying for
- A summary is not typically used for work from home resumes
- It is a statement of 1 to 3 sentences rather than a list of strengths or qualifications



Resume Building Blocks

Summary

- Make sure your summary focuses on the employer's needs
- Employers won't pay attention if your summary doesn't appeal to them or is too wordy





Resume Building Blocks

SUMMARY

Example

Self-motivated and results-oriented Customer Service professional with 5 years experience assisting customers and resolving issues. Highly skilled in identifying opportunities to upsell company products and services.



Resume Building Blocks

SKILLS & QUALIFICATIONS

- Include at least 3 bullets for your skills and qualifications that best match the type of job you are seeking
- Use descriptive words to catch the employer's attention!



Resume Building Blocks

SKILLS & QUALIFICATIONS

Example

SKILLS & QUALIFICATIONS

- Strong customer service experience
- Excellent communications skills—verbal and written
- Capable of navigating multiple windows
- Proficient with Microsoft Office Suite, Windows, Internet



Resume Building Blocks

EMPLOYMENT EXPERIENCE

- Employers are interested in recent work history--approximately your last 10 years
- On work from home resumes you need to show relevant customer service experience



Resume Building Blocks

EMPLOYMENT EXPERIENCE

- List 2 to 5 of your major responsibilities and achievements under each job in your experience section
- Be sure to keep your resume streamlined!



Resume Building Blocks

EMPLOYMENT EXPERIENCE

If your most relevant experience for identified jobs is more than 10-15 years ago you could add a section:

PRIOR RELEVANT EXPERIENCE

Summarize your experience without dates but show the total years of experience



Resume Building Blocks

EMPLOYMENT EXPERIENCE

- Community employers typically want both month and year for employment dates
- Placing dates to the right makes them less prominent, especially if there are gaps

Example

Job Title, Company Name, City, State 08/2015-10/2019



Resume Building Blocks

EMPLOYMENT EXPERIENCE

- If you had two jobs with the same company, combine them under that company name
- This is usually the only reason to put the company name first



Resume Building Blocks

Example

XYZ Corporation, City, State 08/2014-10/2017

Account Manager

- Managed 35 client accounts
- *Promoted to Account Manager in 6 months*

Customer Service Representative

- Provided customer service
- *Converted 96% of clients to Gold accounts*



Resume Building Blocks

EMPLOYMENT EXPERIENCE

Responsibilities & Achievements

- This list with bullets shows what you can do and have achieved
- Use action words like “Managed,” “Coordinated,” or “Initiated” rather than phrases like “Responsible for”



Resume Building Blocks

EMPLOYMENT EXPERIENCE

- One way to highlight achievements is to use *italics*
- Use numbers to quantify accomplishments whenever possible





Resume Building Blocks

EMPLOYMENT EXPERIENCE

- Quantify exceeding quotas, increasing sales, saving money
- Show how many people you supervised, how large the payroll you processed



Resume Building Blocks

EMPLOYMENT EXPERIENCE

Example

Payroll Specialist

Options for All, Inc., 01/2015-11/2018

- Processed payroll for over 200 employees
- *Streamlined payroll processes, which saved \$13K annually*



Resume Building Blocks

EDUCATION

- Include pertinent education
- If you completed a real estate program, but your goal is in the medical field, you probably don't want to include that information





Resume Building Blocks

EDUCATION

- If you are still working on a degree show when you expect to receive it

Example

Bachelor of Science, University of Phoenix
(Projected Graduation 5/2024)



Resume Building Blocks

LICENSES & CERTIFICATIONS

- Include any current licenses or certifications that are applicable
- Former licenses or certifications can be included if relevant



Resume Building Blocks

LICENSES & CERTIFICATIONS

- Note there is a difference between completing a training or education program and receiving a ***certificate*** and achieving ***certification***





Resume Building Blocks

LICENSES & CERTIFICATIONS

- ***Certificates*** are received when completing a training program on a specialized subject
- ***Certifications*** are awarded by completing a certification process that usually involves an exam



Work from Home Resume Tips

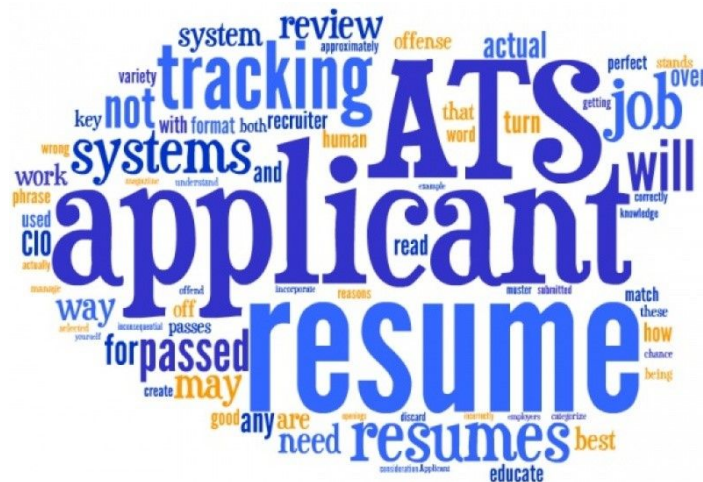
- The market for remote jobs can be super competitive
- You need to create a work from home resume that stands out and gets you noticed





Work from Home Resume Tips

- Most resumes don't get seen by human eyes
- Your resume is first processed by an Applicant Tracking System (ATS)





Work from Home Resume Tips

- The tracking system detects keywords
- The job announcement is where you find specific keywords to include in your resume
- Note that the tracking systems cannot read contact information that is in a header



Job Description Keywords

Customer Service Representative

Job Description: Answering inbound calls for a leading national wireless company. Perform troubleshooting on products and services. May involve soft sales.

Minimum Requirements: Ability to multi-task. Several years customer service preferred. Excellent computer skills and ability to navigate multiple screens and programs.

Other Requirements:

- Computer literacy, not afraid of new technology
- Able to navigate between multiple windows
- Ability to work independently with little supervision



Resume Tips

- Minimize the "job-hopper" image
- Several similar short-term, temporary, or seasonal jobs can be combined into one employment section
- Don't discount a job, even if it was short term, if you acquired important skills or experience

EMPLOYMENT EXPERIENCE

Hospitality Positions, 08/2018-Present

Currently with Fairfield Inn, Tampa, FL

- Greet guests and provide information
- Schedule reservations and answer inquiries
- Answer phones, route calls, and take messages



Resume Tips

- Different resumes may be needed for various positions
- Be sure your summary and your skills sections demonstrate your experience for identified positions





Resume Tips

- Don't use first person "I" or "me" in your resume
- Employers know your resume is about *you* and *your* experience





Resume Tips

Only your present job should be written in present tense

Examples

- Answer phones and assist customers
- Accurately enter customer orders



Resume Tips

Describe your previous work experience in past tense

Examples

- Resolved billing issues efficiently
- Maintained accurate client database



Resume Tips

Spell out acronyms, avoid slang or jargon, and identify the type of software you used

Examples

- Ensured company HIPAA (Health Insurance Portability and Accountability Act) compliance
- Computer skills: Microsoft Word, Excel, Outlook, PowerPoint, Kronos HRMS (Human Resource Management System)



Resume Tips

- Omit personal information on your resume such as marital status
- If you are an individual with a disability, don't disclose your disability on your resume
- The Americans with Disabilities Act puts the law on your side—you **do not** have to disclose your disability



Gaps in Employment

- You want to address the gap if you haven't worked in paid employment for over a year
- Most people have been doing something while they were not employed



Gaps in Employment

- Have you been doing volunteer work, being a homemaker, or caring for a family member?
- Are you an ebay seller or doing odd jobs?
- Have you been a student?



Gaps in Employment

Example

Household Manager, 2015-2019

- Managed household including budgeting and paying bills
- Purchased food and supplies and handled household repairs and vehicle maintenance
- Organized and coordinated schedules for family members



Gaps in Employment

- The majority of employers count volunteer and internship experience
- The federal government definitely credits relevant unpaid experience
- No need to show that it was unpaid work



Gaps in Employment

EXPERIENCE

Example

Medical Researcher (Intern)

University Medical Center, New York 1/2018-6/2018

- Assisted in planning a research study
- Recruited and interviewed study participants



Career Changes

- Use your resume to emphasize skills, abilities, and education you will utilize in your new career
- Identify your skills that would be transferable to new types of jobs





Career Changes

A restaurant server has experience in customer service and sales

Example

- Provide prompt attentive service
- Resolve issues with orders
- Upsell additional menu items



Career Changes

- Learn the language of your new career field
- Find ways to include keywords in your resume
- Always put your strongest points first on your resume!

EXAMPLE WORK FROM HOME RESUME

SALLY SMITH

Kissimmee, FL 34740

(407) 217-8964

sallysmith@gmail.com

SKILLS

- Highly experienced customer service professional
- Skilled with multi-tasking and navigating multiple windows
- Proficient with remote telephone communications
- Computer skills: Microsoft Word, Excel, WorkBooth, and QuickBooks Pro

EXPERIENCE

Customer Care Representative-Remote, CenturyLink, 2019-Present

- Answer incoming calls and resolve billing issues
- Multi-task utilizing several software systems and screens simultaneously
- Sell TV, internet, and phone products and services

Customer Service Specialist-Remote, TTEC, 2017-2019

- Answered incoming calls from Fortune 500 companies
- Handled customer care needs including taking orders and problem solving
- Utilized WorkBooth software and managed multiple screens for customer care

EXAMPLE WORK FROM HOME RESUME (cont.)

Office Administrator, Prosthetic Orthotic Corp, Palm Beach, FL, 2015-2017

- Managed all accounting functions, accounts receivables and payables
- Coordinated with insurance providers including Medicare and Medicaid
- Ensured a comfortable environment for both customers and employees

Car Rental Agent, Alamo Car Rental, Palm Beach, FL 2014-2015

- Provided outstanding customer service with fast, attentive response
- Utilized listening skills to obtain customer's needs and budget
- Communicated detailed contracts, rental policies, and procedures
- Marketed and suggested upgrades and high-level amenities

EDUCATION

Microsoft Office Certificates, Palm Beach Training Center

Medicaid Billing, Medicaid Training Center

High School Diploma, Palm Beach High School

NANCY JONES

Birmingham, AL 35217

(205) 572-3345

nancyjones77@gmail.com

SUMMARY & SKILLS

Self-motivated and detail-oriented Administrative Support professional with comprehensive office experience, advanced clerical skills, and commitment to completing administrative tasks with accuracy and within deadlines.

- Strong communication skills to effectively provide information
- Exceptional telephone etiquette and proficiency with assisting callers
- Ability to adapt to changing business needs and meet deadlines
- Skilled with assessing customers' needs and providing needed services
- Computer skills: Microsoft Word, Excel, Outlook, database programs,
- Accurate data entry, Typing 50 WPM

EMPLOYMENT EXPERIENCE

Office Assistant, County Personnel Board, Birmingham, AL, January 2019-October 2021

- Answered questions, resolved complaints, and routed customers to departments
- Administered written examinations to applicants and compiled scores
- Entered data into systems and established employment registers

EXAMPLE COMMUNITY EMPLOYMENT RESUME (cont.)

Clerk, United States Postal Service, Birmingham, AL, July 2015-December 2018

- Verified mail to ensure the sorting process was accurate
- Prepared mail for delivery, recorded address changes, and correctly routed mail
- Dispatched mail according to separating plans and dispatching schedules
- Obtained signed receipts for registered, certified, and insured mail

PRIOR RELEVANT EXPERIENCE

Administrative Assistant, University Medical Center, Birmingham, AL, 3 years

- Managed 80 volunteers throughout the hospital, created a positive environment, and instilled a high work ethic which boosted volunteers' morale
- Provided administrative support including drafting correspondence, compiling weekly reports, scheduling and coordinating meetings, and maintaining records

EDUCATION

Associate of Arts-Business Administration, Lawson Community College, Birmingham, AL

High School Diploma, Wylie E. Groves High School, Birmingham, AL



For More Information

Visit our website:

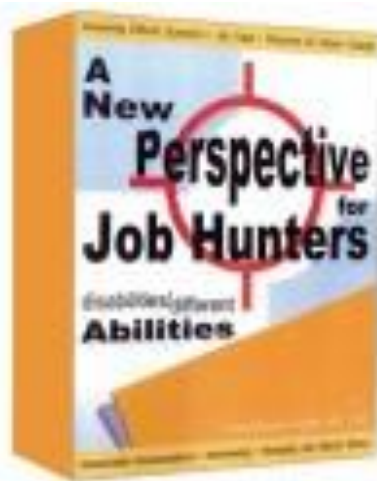
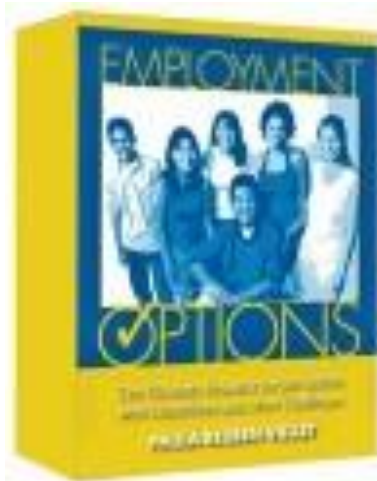
MyEmploymentOptions.com Click **APPLY NOW**

You can find out if you qualify for our Free employment services, and you can find current job openings on our site.

My Employment Options offers personalized services including resume creation and customization, interview preparation, and other assistance to help
You Get Hired!



Resources for Resume Tips



EMPLOYMENT OPTIONS: The Ultimate Resource for Job Seekers with Disabilities and other Challenges

by Paula Reuben Vieillet, MA, CVE

<https://www.myemploymentoptions.com/resources/referral-resources/>

Inquire at your local library

Need Resources?

Job Resources Email (Auto-Reply)
help@myemploymentoptions.com

Receiving SSDI/SSI? Apply @
MyEmploymentOptions.com

Click [**APPLY NOW**](#)

Additional Questions?
ladler@myemploymentoptions.com



Additional Resource

- **MEO Staffing**, our newest sister company, is a diversity staffing agency!
- **MEO Staffing** is for job seekers who have an employment challenge or disability who *Do Not* receive SSDI or SSI.
- **MEO Staffing** also partners with employers to help them hire a more diverse and inclusive workforce.

www.MEOStaffing.com

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Questions & Answers

We will now address some questions that were not already answered in our presentation





Questions & Answers

Q: Ashley from Florida wants to know: Specifically for work from home resumes. What should be focused on?

A: Focus on:

- Format that is attractive and readable
- Keywords that emphasize experience
- Skills that demonstrate abilities



Questions & Answers

- Q:** Peter from California asked: What is the most effective method for getting called for a job interview--from your resume?
- A:** Remember to use keywords. Have a strong skills section. Be proactive and reach out to recruiters.



Questions & Answers

Q: Barbara from Georgia wants to know:
How do I promote my education over
experience?

A: Emphasize what you have learned
through your education or training.
The knowledge you gained can be
included in Summary and Skills
sections of your resume.



Questions & Answers

Summary Example

Administrative Support specialist with an associate's degree and strong customer service experience, administrative abilities, and Human Resources knowledge.

Skills Example

- Completed comprehensive training on Human Resources functions
- Highly knowledgeable with employment law and compliance



Questions & Answers

Q: Allen from Georgia asked: What is needed to get hired in a federal job?

A: Resumes for federal jobs differ quite a bit from resumes you would submit to a private-sector employer. Here is a link to USAJobs, the federal job site with tips:

[USAJobs.gov Help Center-What should I include in my federal resume?](#)

Thank You!

**Thank you for attending our Resume Webinar
Best wishes for getting a job offer!**

Free Services For Job Seekers on SSDI or SSI
www.MyEmploymentOptions.com

800-441-3114

Free Services For Job Seekers *Not* on SSDI or SSI
www.MEOStaffing.com

Questions? Email
ladler@myemploymentoptions.com