
Resumes That Get You Hired!

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mode when joining the Zoom event*

www.MyEmploymentOptions.com

Our Company



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

We provide **Free** employment 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.



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**



Resume Tips

Resumes That Get You Hired!



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Topics To Be Covered Today

- **Resumes Open Doors to an Interview**
- **Resume Trends - What's New in 2024**
- **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**



Presenters



SARAH LIND is a Senior Community Employment Counselor at My Employment Options. She is dedicated to helping our clients find good job matches in their local communities. Sarah has been with Employment Options for more than 13 years.



TINA GAGNE is a Community Employment Counselor with My Employment Options since 2022 who assists clients in finding positions in their community. Tina is passionate about helping others with disabilities and sharing her hope and experience with the Ticket To Work Program.

Introduction

- The purpose of your resume is to land you an interview!
- Your resume does this by giving employers relevant information about your skills, accomplishments, and experience

Resume Trends - What's New

Artificial Intelligence–AI

- Many websites with a resume builder use some form of AI
- Using AI can speed up customizing resumes for specific positions
- AI can also merge your resume and a job posting to create a cover letter!

Resume Trends - What's New

Digital Resumes

- Can be accessed online by the employer's staff involved in hiring
- Platforms like LinkedIn, personal websites, and online portfolios are examples
- Easy to have multiple digital resumes for various positions
- Look for specialized digital resume builders

Resume Trends - What's New

Increased Emphasis on Skills & Achievements

- Emphasize the value you will bring to the employer
- Start with your Summary focusing on relevant skills and achievements
- Highlight measurable achievements

Resume Formatting Tips

Chronological vs. Functional Format

- A chronological resume shows your jobs, dates, and responsibilities
- A functional resume highlights skills with less emphasis on work history
- Surveys show that that employers prefer a chronological format



Introduction

- Your resume content is most important
- Your resume should also be well formatted and organized
- Disorganized resumes may end up in the trash basket



Resume Formatting Tips

- Typical Work From Home jobs usually require a one-page resume
- Applicant Tracking Systems (ATS) detect longer resumes
- For high-level positions a two-page resume may be needed

Resume Formatting Tips

- Font size should be set at 10 to 12 point – smaller fonts are hard to read
- A larger font size is okay for your name, but no more than 16 point font size
- Margins usually default to 1 inch, which can be changed to keep your resume to one page, but less than .5 inch ($\frac{1}{2}$ inch) looks cramped

Resume Formatting Tips

- Use modern fonts like Calibri or Arial rather than 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**
- Align section headings on the left margin
- Use bullets to highlight skills, job responsibilities, and accomplishments

Resume Building Blocks

YOUR NAME

City, State

(777) 777-7777

yourname@gmail.com



- Contact information on the left margin or centered depends on your preference
- Leaving off your street address eliminates security concerns about your personal information!

Resume Building Blocks

Email Address Do's and Don'ts

- DO set up a separate email for employment
- DO use Gmail – it's viewed as more professional and tech savvy than Yahoo, AOL, or Hotmail
- DON'T have an inappropriate email address like rockerchick4@gmail.com

Resume Building Blocks

Phone Do's and Don'ts

- DO ensure 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 essential for a resume
- Career experts say that having an objective is unnecessary and outdated
- Using a summary introduces you to the employer

Resume Building Blocks

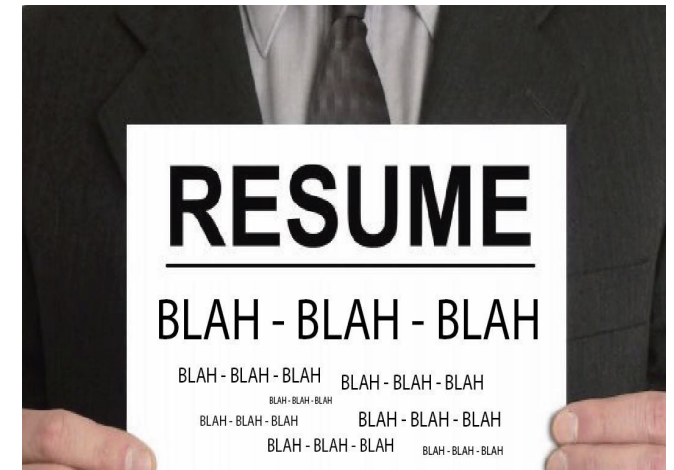
SUMMARY

- Your summary is a statement of 3 to 4 sentences that highlights your experience and qualifications
- A well-written summary captures the employer's attention and aligns you as a great candidate
- Your summary represents you for the type of job you are applying for

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

Self-motivated and results-oriented Customer Service professional with 5 years experience enhancing client relationships. Increased customer retention by 33% through collaborative service delivery and problem resolution. Improved sales by 25% through consultative strategies.

Resume Building Blocks

SKILLS & QUALIFICATIONS

- Include at least 4 bullets for your skills and qualifications that best match the type of job you are seeking
- Use descriptive and key words to catch the employer's attention!

Resume Building Blocks

SKILLS & QUALIFICATIONS

- Excellent communication skills
- Outstanding complaint resolution
- High volume call center experience
- Accurate typing skills–40 WPM

Resume Building Blocks

EMPLOYMENT EXPERIENCE

- Lead with your job title to emphasize experience
- Limit work history to approximately the last 10 years
- Place dates on the right, but not on the right margin, to make them less prominent, especially if there are gaps

Job Title, Company Name, City, State, 08/2019-12/2023

Resume Building Blocks

EMPLOYMENT EXPERIENCE

- Make a list with 3 to 5 bullets for your major responsibilities and achievements under each job in your experience section
- Use action words like “Managed,” “Initiated,” or “Coordinated” rather than phrases like “Responsible for”

Resume Building Blocks

- You can use italics to highlight achievements
- Use numbers to quantify accomplishments whenever possible – exceeding quotas, increasing sales, saving money
- Show how many people you supervised, how large the payroll you processed



Resume Building Blocks

EMPLOYMENT EXPERIENCE

Example - Responsibilities & Achievements

Payroll Specialist

Options for All, Inc., 01/2019-11/2023

- Processed payroll for over 200 employees
- Streamlined payroll processes, which reduced costs 40%

Resume Building Blocks

EMPLOYMENT EXPERIENCE

- If you had two positions 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 - two positions with same company

XYZ Corporation, City, State 08/2018-02/2024

Account Manager

- Managed 35 client accounts
- Assisted client in onboarding and utilizing technology
- *Promoted to Account Manager in 6 months*

Customer Service Representative

- Trained new representatives in sales techniques
- *Converted 96% of clients to Gold accounts*

Resume Building Blocks

EMPLOYMENT EXPERIENCE

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

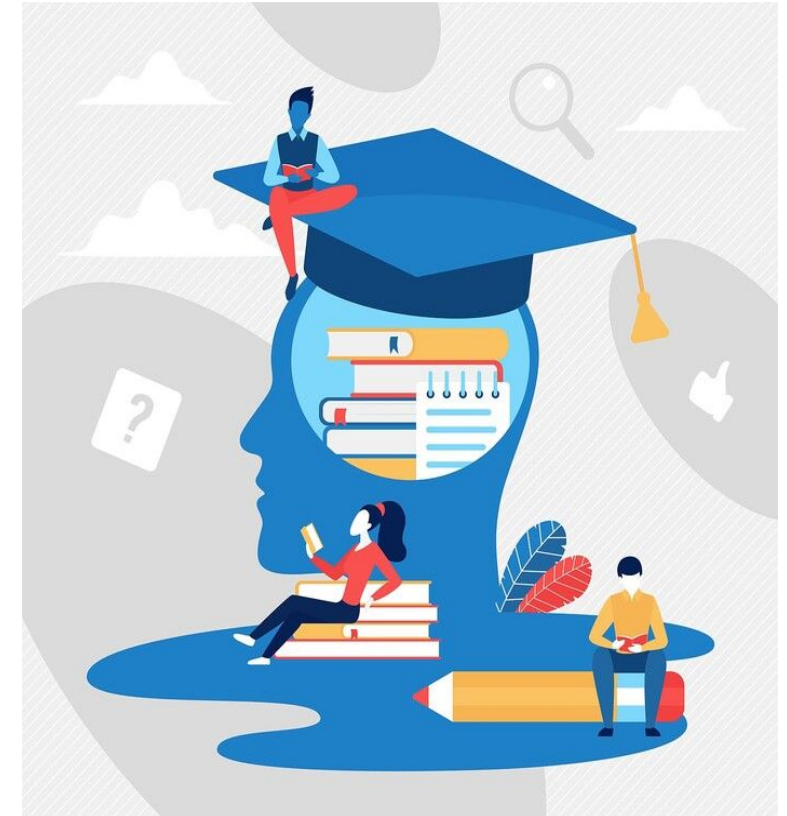
PRIOR RELEVANT EXPERIENCE

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

Resume Building Blocks

EDUCATION

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



Resume Building Blocks

EDUCATION

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

Example

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

Resume Building Blocks

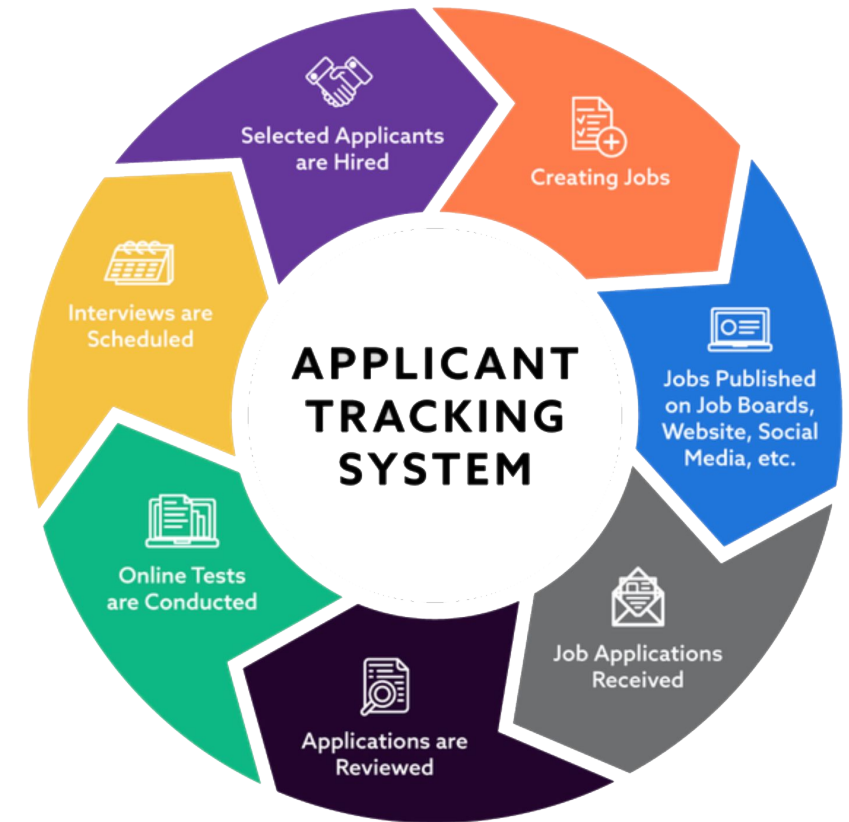
LICENSES & CERTIFICATIONS

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



Keywords & ATS

- Most resumes aren't initially seen by human eyes
- Your resume is first processed by an Applicant Tracking System (ATS)
- The ATS detects keywords



Keywords & ATS

- The job posting is where you find specific keywords to include in your resume
- At the end of this presentation, there is a job posting to demonstrate identifying keywords and a resume example with corresponding keywords

Work From Home Resume Tips

- You need to create a Work From Home resume that stands out and gets you noticed
- Show skills throughout your resume that emphasize your experience that aligns with the keywords in the job posting



Work From Home Resume Tips

- **Soft Skills:** communication, problem solving, leadership, time management, attention to detail, and creativity
- **Hard Skills:** written and verbal communication, digital and technical proficiencies, and language fluency
- **Transferable Skills:** collaboration, team work, public speaking, and project management

Resume Tips

Eliminate Clutter

- Remove unnecessary information
- Get rid of outdated information

Examples

- References available upon request
- ~~Phone:~~ (727) 777-7777
- ~~Email:~~ sarahelind@gmail.com

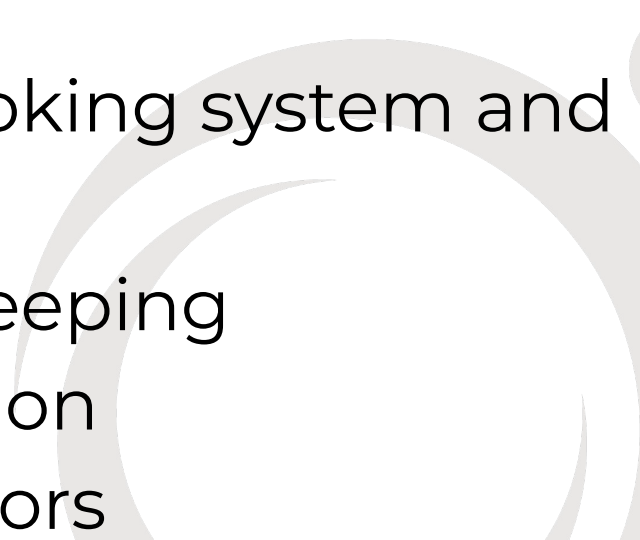
Resume Tips

- 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

- Cheerfully greet guests and provide efficient check-in and check-out
 - Schedule reservations in the central booking system and update for changes or cancellations
 - Coordinate room cleaning with housekeeping
 - Resolve issues to ensure guest satisfaction
 - Prepare financial reports for night auditors
- 

Resume Tips

- Different resumes may be needed for various positions
- Be sure your summary and skills sections demonstrate your abilities and experience for identified positions
- Remember to use keywords from the identified job postings



Resume Tips

Only your present job is written in present tense

- Answer phones and assist customers
- Accurately enter customer orders

Describe previous work experience in past tense

- Resolved billing issues efficiently
- Maintained accurate client databases

Resume Tips

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

Examples

- Ensured compliance with HIPAA (Health Insurance Portability and Accountability Act)
- Computer skills: Microsoft Word, Excel, Outlook, PowerPoint, Epic EMR–Electronic Medical Records

Resume Tips

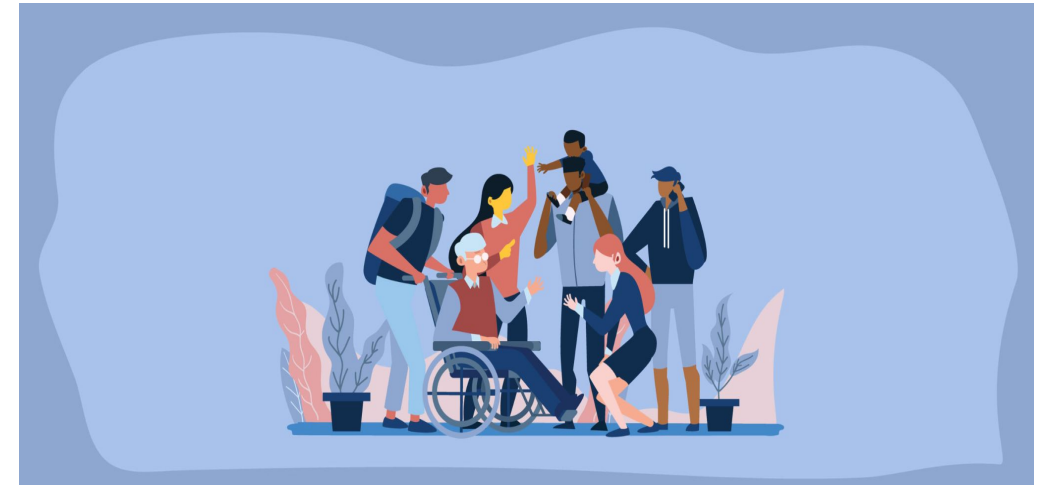
- If you are an individual with a disability, **DO NOT** disclose your disability on your resume
- The Americans with Disabilities Act puts the law on your side - you **DO NOT** have to disclose your disability

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 a volunteer, 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, 2019-2024

- Managed household including budgeting and paying bills
- Purchased food and supplies and arranged 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 1/2023-9/2023

- 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
- Learn the language of your new career field



Career Changes

- Find ways to include keywords relevant to that field in your resume
- Identify your skills that would be transferable to new types of jobs
- Always put your strongest points first on your resume

Career Changes

A restaurant server will have experience in customer service, problem solving, and possibly sales

Examples

- Provides prompt attentive service
- Resolves issues with orders
- Upsells additional menu items

Job Description Keywords

Remote Customer Service Representative

Job Description: Responds to high volume calls, email, and chat in a timely and professional manner. Resolve customer issues by offering solutions and alternatives. Process orders, accurately, and efficiently. Excellent verbal and written communication skills. Outstanding active listening and problem-solving skills.

Minimum Requirements: 1+ year of call center experience. Proficient in Microsoft Office and ability to multi-task several screens.

Other Requirements:

- High School Diploma or Equivalent; college degree preferred

EXAMPLE WORK FROM HOME RESUME

SALLY SMITH

Kissimmee, FL (407) 217-8964 | sallysmith@gmail.com

SUMMARY

Customer Service Representative with four years of experience in solving customer issues and increasing customer loyalty. Enhances customer experiences by employing service-oriented behaviors and understanding customer needs. Proficient in aiding clients to resolve complex problems, minimize escalations, and accomplish a 5-star customer service experience. Highly efficient working in a remote environment.

SKILLS & COMPETENCIES

- Customer Relationship Management
- CRM Software Proficiency
- Client Retention
- Consultative Sales
- Fullfill Performance Metrics

EXPERIENCE

Customer Care Representative-Remote, CenturyLink, 2019-Present

- Handle 90+ calls daily, with duties including signing up new customers and collecting data
- Multi-task utilizing several software systems and screens simultaneously
- Exceeds sales target by 18% by maintaining advanced products and services knowledge

EXAMPLE WORK FROM HOME RESUME (cont.)

Customer Service Specialist-Remote, TTEC, 2017-2019

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

EDUCATION

Microsoft 365 Fundamentals, Coursera

High School Diploma, Palm Beach High School



EXAMPLE COMMUNITY EMPLOYMENT RESUME

NANCY JONES

Birmingham, AL

(205) 572-3345

Nancyjones77@gmail.com

SUMMARY & SKILLS

Self-motivated and detail-oriented Administrative Support professional with 5+ years of comprehensive office experience. Highly skilled in streamlining operations and implementing new systems resulting in cost savings of over \$15,000 annually. Experienced in managing budgets and reducing expenses.

- Communication skills
- Organizational skills
- Process Improvement
- Presentation Development
- Budget Management

EMPLOYMENT EXPERIENCE

Office Administrator, County Personnel Board, Birmingham, AL, January 2022-October 2023

- Managed executive schedules and coordinated staff meetings
- Managed data systems and established employment registers
- Developed and implemented new office systems, resulting in a 20% decrease in costs
- Streamlined new hire onboarding and training, saving \$10,000 annually

EXAMPLE COMMUNITY EMPLOYMENT RESUME (cont.)

Administrative Support, United Computer Systems, Birmingham, AL, July 2020-December 2022

- Implemented new electronic filing system, resulting in a 20% efficiency improvement
- Created sales presentations for representatives, which increased sales by 35%
- Managed the office supply budget, tracked expenses, and reduced costs by 10%

PRIOR RELEVANT EXPERIENCE

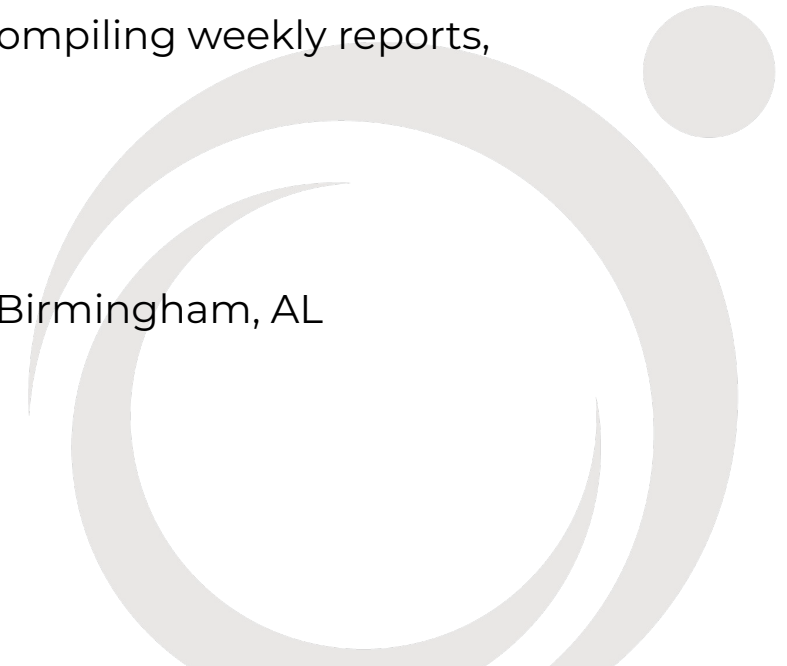
Administrative Assistant, University Medical Center, Birmingham, AL, 3 years

- Supervised 80 volunteers throughout the hospital,
- 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



Resource Links

How to Create a Digital Resume

[indeed.com/career-advice/resumes-cover-letters/digital-resume](https://www.indeed.com/career-advice/resumes-cover-letters/digital-resume)

AI Resume Builder

<https://www.tealhq.com/tools/resume-builder>

Expert Tested AI Resume Builders

myperfectresume.com/career-center/resumes/basics/ai-resume-builder

Resource Links

How to Make an ATS - Friendly Resume

topresume.com/career-advice/what-is-an-ats-resume

How to Use Resume Keywords

myperfectresume.com/career-center/resumes/basics/resume-key-words-can-help

For More Information

Visit Our **New Website:**

www.MyEmploymentOptions.com

Click **APPLY NOW**

If you receive SSDI or SSI, you can find out if you qualify for our Free employment services and look at current job openings.

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



Need Resources?

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

Receiving SSDI/SSI? Apply @
www.MyEmploymentOptions.com

Click **APPLY NOW**

Questions? Email ladler@myemploymentoptions.com



Additional Resource

MEO Staffing is our diversity staffing division and is a full-service staffing agency that provides comprehensive nationwide job placement and retention services.

It is for job seekers who do not receive SSDI or SSI and who have a defined career path. We also partner with employers nationwide to help them hire a diverse 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: Laura asked: what if my knowledge is archaic (ie old version of tech)?

A: On your resume show the name of the program but not the version. Highlight your transferable skills and utilize free resources to upgrade your skills.



Questions & Answers

Q: Ava asked: What do you do if you cannot afford AI to customize every job you apply for and still get an interview?

A: On the resource page is a link to a site with a free AI resume builder



Questions & Answers

Q: Isabel asked about: Entering into the job market after laid-off with all new technology of ChatGPT etc.

A: Learning AI technology like ChatGPT is critical in today's job market. Candidates need to showcase their ability to utilize AI tools. You can search tutorials on various sites and YouTube. Be sure to include new skills on your resume!



Questions & Answers

Q: Althea wants to know: How can I better leverage my LinkedIn page within my resume?

A: Actually, your LinkedIn profile is a resume! It's considered a digital resume. You can include a link to your profile on your Microsoft Word resume. Be sure to use the tips we've have mentioned to boost your LinkedIn as well. Also, LinkedIn has helpful tutorials to improve your profile.



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

1-800-441-3114

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

Questions? Email
ladler@myemploymentoptions.com