



Resume & Cover Letter Guide



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What is a Resume?

- A tool which you can use to highlight your positive factual and marketable qualities, skills and experience with the goal of obtaining an interview
- An employer's first glimpse of you
- A work in progress – a resume is a document that you should be continually updating. When you accomplish something or you take on a new responsibility, add it to your resume immediately. By treating your resume as a work in progress you will save yourself a lot of time when you begin a new job search
- A confidence booster
- An integral part of the job search process – it is very hard to obtain employment in today's labour market without a resume

Resume Guidelines

- Keep your resume to a maximum of 2 pages – employers do not want to read a novel; they only want to read a summary of what you have accomplished
- Use bullets and point form statements when describing your skills and duties
- Do not include personal information (E.g. gender, age, marital status, religious affiliations, pictures, etc)
- Ensure that your contact e-mail address is correct and does NOT contain inappropriate or vulgar language

References

What are references?

- People that potential employers can contact for more information about you
- Employers may choose to contact your references to verify information on your resume or to obtain more information on your personality and work habits.

- Be Honest!! – do not exaggerate
- Tailor your resume – You should have different resumes if you are applying for different occupations
- No spelling or grammar errors: use spell check and be sure to proofread before sending
- ALWAYS use a customized COVER LETTER to accompany your resume. Avoid sending out a general letter to every employer; tailor it to the specific position you are applying to
- Personalize your resume with your own look and style (i.e. bold, italics, underlining)
- Use good quality white or off-white paper – stay away from flashy colours or prints
- Use a CLEAN TYPE OF FONT (i.e. Arial, Calibri, Helvetica)

Who can you use as a reference?

- People from past or present situations who you feel could provide an employer with positive information on your personality, work habits and experience
- Potential References:
 - Former employers
 - Former Supervisors
 - Co-workers
 - Customers/Clients
 - Teachers/Instructors
 - Individuals you have volunteered with/for

Types of Resumes

Functional

This type of resume places emphasis on your SKILLS and EXPERIENCE not on your work history. Your resume is organized based on the needs of the employer utilizing your transferable and relevant skills.

Use this style if you:

- Have limited or no paid work experience in the field of interest
- Possess experience and accomplishments from education, volunteer work or hobbies that are directly related to the field
- Are changing careers
- Have a gap in your resume
- Have multiple jobs or worked for one employer only

Chronological

Most common type of resume. It provides a detailed historical account of an individual's employment history. It focuses on the WHEN and WHERE you worked and your specific DUTIES. The account is placed in the reverse order, starting with your most recent to least recent experience.

Use this style if you have:

- Experience in the particular industry you are applying to enter
- A work history and education that reflects a constant upward growth

Combination

This type of resume has the advantages of both the chronological and functional formats. It places emphasis on your SKILLS and EXPERIENCE as well as highlighting your historical work experience.

Use this style if you have:

- Limited experience in the field of interest and want to highlight your skills
- Work experience that is somewhat related to the field but not in the exact position

Tips on sending your Resume

- Ensure that the contact info you put on your resume is a number where you can be reached (voicemail, text message, etc)
- Before providing references, notify the people you are going to use so they can be prepared
- Proofread your resume and cover letter. If possible have someone else proofread your resume and cover letter
- Make sure you send your resume and cover letter in the format the employer requests in the job posting: email, upload online, etc
- If emailing your resume and cover letter; send it to yourself first to ensure the files are not corrupt. Save the files in the format the employer requests (.doc,.pdf, .rtf)

Outlines

Functional Outline:

Name
Address
City, Province Postal Code
Telephone Number
E-mail

OBJECTIVE: Your current goal regarding employment or a reason for applying to this particular industry/line of work.

RELEVANT SKILLS/PROFESSIONAL PROFILE: Bulleted statements representing an OVERVIEW of your TOP skills and qualifications, as well as personal qualities that highlight your suitability to the position.

Think about the position you are applying for and choose the pertinent and transferable skills you have relating to the position. Organize these skills into categories, such as Managerial Skills, Technical Skills, etc. This section should provide the employer with clear and concise details of your skills acquired through previous employment, education/training, hobbies or volunteer experience.

EDUCATION: List your education, training and other certifications.

Program, Certificate provide a brief description	School, Institution, Year Completed
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RELATED EXPERIENCE: List any related work experience without responsibilities.

Job Title/Position Company	Duration of Position (dates) City, Province
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ADDITIONAL EXPERIENCE: List any other work/volunteer experience (if applicable).

PROFESSIONAL AFFILIATIONS/ ASSOCIATIONS/ MEMBERSHIPS

ACTIVITIES AND INTERESTS

References available upon request

Chronological Outline:

Name
Address
City, Province Postal Code
Telephone Number
E-mail

OBJECTIVE: Your current goal regarding employment or a reason for applying to this particular industry/line of work.

HIGHLIGHTS OF QUALIFICATIONS/ SUMMARY OF QUALIFICATIONS

PROFESSIONAL PROFILE: Bulleted statements representing an OVERVIEW of your TOP skills and qualifications, as well as personal qualities that highlight your suitability to the position.

WORK EXPERIENCE OR PROFESSIONAL EXPERIENCE: A summary of your work history and experience. It should be in chronological order starting with the most recent. If possible add quantitative facts.

Job Title/Position	Duration of Position (dates)
Company	City, Province
• Outline responsibilities/ tasks	
• _____	

EDUCATION: List your education, training and other certifications.

Program, Certificate	School, Institution, Year Completed
Additional: (if applicable)	

PROFESSIONAL AFFILIATIONS/ ASSOCIATIONS/ MEMBERSHIPS

VOLUNTEER WORK/COMMUNITY INTERESTS

ACTIVITIES AND INTERESTS

References available upon request

Combination Outline:

Name
Address
City, Province Postal Code
Telephone Number
E-mail

OBJECTIVE: Your current goal regarding employment or a reason for applying to this particular industry/line of work.

RELEVANT SKILLS/PROFESSIONAL PROFILE: Bulleted statements representing an OVERVIEW of your TOP skills and qualifications, as well as personal qualities that highlight your suitability to the position.

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Job Title/Position

Duration of Position (dates)

Company

City, Province

- Outline responsibilities/ tasks

- _____

EDUCATION: List your education, training and other certifications.

Program, Certificate

School, Institution, Year Completed

Additional: (if applicable)

PROFESSIONAL AFFILIATIONS/ ASSOCIATIONS/ MEMBERSHIPS

VOLUNTEER WORK /COMMUNITY INTERESTS

ACTIVITIES AND INTERESTS

References available upon request

Transferable Skills

We develop and enhance skills through a variety of experiences whether it is through work, education or hobbies. The skills that we can transfer among activities are called Transferable Skills. Transferable skills should be included in your resume. There are many publications that help describe transferable skills. Below are two publications:

1. **Service Canada** created the **Understanding Essential Skills** tool so that people can realize the skills that are used everyday in work and life. <https://bit.ly/2q0S3hj>
2. An **Employability Skills** document was published by the Conference Board of Canada to outline the skills needed to enter, stay in and progress in the world of work. <https://bit.ly/2JJ3QdL>

Understanding Essential Skills

Essential skills include the skills associated with literacy (i.e. reading, writing, document use and numeracy) but goes beyond to also include thinking skills, oral communication, computer use/digital skills, working with others and the skills associated with continuous learning. They provide the foundation for learning all other skills and enable people to better prepare for, get and keep a job, and adapt and succeed at work.



Essential Skills

Typical Applications

Reading



- Material that is in the form of sentences or paragraphs
- Reading notes, letters, memos, manuals, specifications, regulations, books, reports or journals
- Forms and labels if they contain at least one paragraph
- Print and non-print media (for example, texts on computer screens and microfiche)
- Paragraph-length text in charts, tables and graphs

Document Use



- Graphs, lists, tables, blueprints, schematics, drawings, signs and labels
- Print and non-print media (for example, computer screen or microfiche documents, equipment gauges, clocks and flags)
- Reading/interpreting and writing/completing/producing of documents
- Checking off items on a list of tasks, plotting information on a graph, and entering information on an activity schedule.

Writing



- Writing texts and writing in documents (for example, filling in forms) non-paper-based writing (for example, typing on a computer)

Numeracy



- Numerical calculation
- Money math
- Scheduling or budgeting and accounting math
- Measurement and calculation math
- Data analysis math
- Numerical estimation

Oral Communication



- Why and how one communicates
- In what circumstances one communicates
- Consequences if communication fails

Essential Skills

Typical Applications

Thinking skills



- Problem solving
- Decision making
- Critical thinking
- Job task planning and organizing
- Significant use of memory
- Finding information

Working with others



- Problem solving
- Decision making
- Critical thinking
- Job task planning and organizing
- Significant use of memory
- Finding information

Computer/Digital Skills



- Enter code into commercial key lock fuel dispenser
- Retrieve/send print e-mail
- Enter data into existing spreadsheets and databases/ create spreadsheets
- Use software to produce original drawings and illustrations
- Provide software training or coaching to groups of other workers
- Assess computer system and network needs.
- Organize needs assessment
- Process; design computer network and/or software in response to needs

Continuous Learning



- Part of regular work activity through co-workers
- Training offered in the workplace through reading or other forms of self-study
- Sometimes on worker's own time
- Materials available through work or obtained through a professional association or union
- Materials obtained on worker's own initiative

Employability Skills

Fundamental Skills The skills needed as a base for further development	Personal Management Skills The personal skills, attitudes and behaviours that drive one's potential for growth	Teamwork Skills The skills and attributes needed to contribute productively
<p>You will be better prepared to progress in the world of work when you can:</p> <p>Communicate</p> <ul style="list-style-type: none"> • read and understand information presented in a variety of forms (e.g. words, graphs, charts, diagrams) • write and speak so others pay attention and understand • listen and ask questions to understand and appreciate the points of views of others • share information using a range of information and communications • technologies (e.g., voice, e-mail, computers) • use a relevant scientific, technological and mathematical knowledge and skills to explain or clarify ideas <p>Manage Information</p> <ul style="list-style-type: none"> • locate, gather and organize information using appropriate technology and information systems • access, analyze and apply knowledge and skills from various disciplines (e.g., the arts, languages, science, technology, mathematics, social sciences and the humanities) <p>Use Numbers</p> <ul style="list-style-type: none"> • decide what needs to be measured or calculated • observe and record data using appropriate methods, tools and technology • make estimates and verify calculations <p>Think & Solve Problems</p> <ul style="list-style-type: none"> • assess situations and identify problems • seek different points of view and evaluate them based on facts • recognize the human, interpersonal, technical, scientific and mathematical dimensions of a problem • identify the root cause of a problem • be creative and innovative in exploring possible solutions • readily use science, technology and mathematics as ways to think, gain and share knowledge, solve problems and make decisions • evaluate solutions to make recommendations or decisions • check to see if a solutions works, and act on opportunities for improvement 	<p>You will be able to offer yourself greater possibilities for achievement when you can:</p> <p>Demonstrate Positive Attitudes & Behaviours</p> <ul style="list-style-type: none"> • feel good about yourself and be confident • deal with people, problems and situations with honesty, integrity and personal ethics • recognize your own and other people's good efforts • take care of your personal health • show interest, initiative and effort <p>Be Responsible</p> <ul style="list-style-type: none"> • set goals and priorities balancing work and personal life • plan and manage time, money and other resources to achieve goals • assess, weigh and manage risk • be accountable for your actions and the actions of your group • be socially responsible and contribute to your community <p>Be Adaptable</p> <ul style="list-style-type: none"> • work independently or as part of a team • carry out multiple tasks or projects • be innovative and resourceful: identify and suggest alternative ways to achieve goals and get the job done • be open and respond constructively to change • learn from your mistakes and accept feedback • cope with uncertainty <p>Learn Continuously</p> <ul style="list-style-type: none"> • be willing to continuously learn and grow • assess personal strengths and areas for development • set your own learning goals • identify and access learning sources and opportunities • plan for and achieve your learning goals <p>Work Safely</p> <ul style="list-style-type: none"> • be aware of personal and group health and safety practices and procedures, and act in accordance with these 	<p>You will be better prepared to add value to the outcomes of a task, project or team when you can:</p> <p>Work with Others</p> <ul style="list-style-type: none"> • understand and work within the dynamics of a group • ensure that a team's purpose and objectives are clear • be flexible: respect, be open to and supportive of the thoughts, opinions and contributions of others in a group • recognize and respect people's diversity, individual differences and perspectives • accept and provide feedback in constructive and considerate manner • contribute to a team by sharing information and expertise • lead or support when appropriate, motivating a group for high performance • understand the role of conflict in a group to reach solutions • manage and resolve conflict when appropriate <p>Participate in Projects & Tasks</p> <ul style="list-style-type: none"> • plan, design or carry out a project or task from start to finish with well-defined objectives and outcomes • develop a plan, seek feedback, test, revise and implement • work to agreed quality standards and specifications • select and use appropriate tools and technology for a task or project • adapt to changing requirements and information • continuously monitor the success of a project or task and identify ways to improve <p style="text-align: right;">Thanks to</p> <p style="text-align: right;">The Conference Board of Canada 255 Smyth Road, Ottawa ON, K1H 8M7, Canada Tel (613) 526-3280 https://bit.ly/2JJ3QdL</p>

Useful verbs to describe skills on a resume

accelerated	correlated	handled	participated	spearheaded
achieved	corresponded	heightened	performed	specified
acted	counselled		persuaded	stimulated
adapted	created	identified	planned	strengthened
administered	critiqued	improved	presented	studied
advised		increased	presided	submitted
allocated	developed	influenced	prioritized	summarized
analyzed	decided	informed	processed	supervised
appraised	defined	initiated	produced	surveyed
approved	delegated	inspected	projected	synthesized
arbitrated	delivered	instituted	promoted	
arranged	demonstrated	instructed	provided	taught
assembled	designed	integrated	publicized	transformed
assessed	detected	introduced		translated
attained	diagnosed	invented	recommended	transmitted
audited	directed	investigated	reconciled	treated
authorized	dispensed		recorded	tutored
	displayed	labelled	recruited	
balanced	distributed	launched	reduced	updated
began	drafted	lectured	referred	upgraded
billed		led	regulated	utilized
budgeted	earned		released	
built	edited	maintained	removed	validated
	educated	managed	re-organized	verified
calculated	encouraged	manufactured	repaired	visited
calibrated	engaged	mapped	reported	
canvassed	enabled	marketed	represented	worked
catalogued	enlisted	measured	researched	wrote
chaired	estimated	mediated	resolved	
changed	evaluated	moderated	responded	
clarified	examined	monitored	restored	
classified	expanded	motivated	retrieved	
coached	expedited		reviewed	
collaborated	explained	negotiated	revised	
collected		notified	revitalized	
compared	facilitated			
compiled	familiarized	observed	saved	
composed	forecasted	obtained	scheduled	
computed	formulated	operated	secured	
conceived	founded	orchestrated	selected	
conducted		ordered	served	
confirmed	gathered	organized	set up	
consolidated	gauged	originated	shaped	
contracted	generated	oversaw	sold	
controlled	granted		solicited	
co-operated	guided		solved	
co-ordinated				

Cover Letter

- A cover letter is a document sent with your resume to provide additional information on your skills and experience
- Don't simply repeat what's on your resume -- rather, including specific information on why you're a strong match for the employer's job requirements
- A cover letter typically accompanies each resume you send out
- ALWAYS include a Cover Letter with your resume
- Keep it brief. Only one page in length
- Personalize your letter to the company you are applying to, ensure correct spelling of their name
- Tailor the letter to match the requirements of the position and your skills (from paid experience, volunteer work, hobbies, etc.)
- Stress how you will add value to the organization, over and above the information on your resume
- DO NOT hand write your letter
- No spelling or grammar errors: use spell check and be sure to proofread before sending



Types of Cover Letter

Paragraph Format

This cover letter is made up of three main paragraphs:

First Paragraph:

- State the reason for your letter, the position you are applying for
- Where you heard about it
- Your interest in the position

Second Paragraph:

- Should answer the question “Why should I hire you?”
- Highlight the most important relevant skills, abilities, knowledge, experience or training that are applicable to the position
- Include some of your research about the company or organization

Third Paragraph:

- Thank the employer for their time and consideration
- Request an interview or state that you look forward to hearing from them

T-Format

This cover letter is comprised of two paragraphs and a table, which highlights the skills the employer is requesting and your skills:

First Paragraph:

- State the reason for your letter, the position you are applying for
- Where you heard about it
- Your interest in the position

Table:

- Made up of two columns: The Position Requires and My Qualifications
- You are trying to match up the requirements to your skill set

Third Paragraph:

- Thank the employer for their time and consideration
- Request an interview or state that you look forward to hearing from them

Paragraph Cover Letter Outline

Put your contact information as a header

Date

Employer's Name

Position

Company

Address

City, Prov., Postal Code

Dear Employer's Name (or Dear Hiring Manager),

In the first paragraph you want to state the job you are applying for, your interest in the position, explain how you found the job and invite them to read your resume with the hope of obtaining a meeting (i.e. in reference to the open cook position you have posted on_____, I am very interested in the opportunity. Perhaps after reading this letter and enclosed resume, you will agree we have a mutually beneficial reason to meet).

The second paragraph provides you with an opportunity to sell yourself and explain to the employer why you would be a good fit. Highlight the skills you have that they are looking for.

Your final paragraph should have anything else that you find interesting about the company (i.e. mission statement) only if applicable. You should end with restating your interest in the position and a meeting, provide them with contact info and thank them for their time (i.e. The cook position sounds like an outstanding opportunity, and I would welcome the chance for an interview to discuss your needs and outline my strengths in person. You may reach me at 555-555-5555. Thank you for your time and consideration of my resume and I look forward to speaking with you.).

Sincerely,

Your Name

T-Format Cover Letter Outline

Put your contact information as a header

Date

Employer's Name

Position

Company

Address

City, Prov., Postal Code

Dear Employer's Name (or Dear Hiring Manager),

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This Position Requires:	My Qualifications are:
<ul style="list-style-type: none">List the requirements from the advertisement	<ul style="list-style-type: none">List your corresponding skill set
<ul style="list-style-type: none">	<ul style="list-style-type: none">
<ul style="list-style-type: none">	<ul style="list-style-type: none">
<ul style="list-style-type: none">	<ul style="list-style-type: none">

Your final paragraph should have anything else that you find interesting about the company (i.e. mission statement) only if applicable. You should end with restating your interest in the position and a meeting, provide them with contact info and thank them for their time (i.e. the cook position sounds like an outstanding opportunity and I would welcome the chance for an interview to discuss your needs and outline my strengths in person. You may reach me at 555-555-5555. Thank you for your time and consideration of my resume and I look forward to speaking with you.).

Sincerely,

Your Name



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