



## **Basic Guidelines**

### **Contact information**

Contact information should consist of the following for every resume:

- Full Name
- Street Address (the final decision to include an address can be made by owner of resume)
- City, State (If address does not appear on resume, this section will not be displayed)
- Phone - Primary
- Email (professional and appropriate email address only). Staff should always encourage the use of the professional email address for job seekers. (The final decision to include an email address can be made by the owner of the resume.)

*Examples:*

- [johnsmith@yahoo.com](mailto:johnsmith@yahoo.com), [jsmith72@yahoo.com](mailto:jsmith72@yahoo.com), mechanic102@yahoo.com

### **Objective**

The objective should always be specific to the type of position (in NEworks), and feature:

- Complete sentences  
*Examples:*
  - To obtain a position in the information technology field with an emphasis on programming and developing software applications.
  - To obtain a position in the information technology field with an emphasis on hardware support and software development.
- The ONET code should be reflective of the objective. This ensures the candidate receives a higher ranking for the job applied.

## **Work history**

When listing work history, please use the following guidelines:

- Work history should be listed newest to oldest written in present tense for the current job and past tense (presented, designed, etc.) for previous jobs.
- Work history should reflect no more than ten years unless one job lasted ten years or more.
- For job seekers with multiple jobs in a ten year period, jobs should be listed in chronological or functional format depending upon the type of job being applied for.
- Work history should include dates unless you are concerned with ageism.
- Dates of work history should include the month and year.
- Each work history should contain a minimum 5 bullets (listing of job tasks).
- If using periods, they should be used at the end of every bullet.
- Each work history bullet should be a fully written statements with correct spelling and grammar.
- Bullets descriptions should be unique for every work history.

## **Education/Certifications/Licenses**

Education information should be included on a resume using the following guidelines:

- At a minimum, a High school diploma/GED should be listed.
- If the job seeker does not have a high school diploma or GED – remove the Education section.
- If you have a college degree, a high school education is not necessary.
- Include dates unless the job seeker is concerned with ageism.
- List all certifications or licenses relevant to the position.
  - Ex. CNA, RN, HR, CDL, forklift operator, or welding.

## **Page length**

- Two pages is the maximum for the Basic Resume
- Technical, IT or Professional Resumes may be longer than two pages.

## Content

- Use action verbs throughout the resume.
- All content should avoid slang.
  - Ex. “My resume rocks yo”
- Avoid acronyms. All acronyms should be spelled out, except:
  - IT computer languages may be abbreviated.
  - Military acronyms should be spelled out (depending on job description).
- Avoid the use of “I.”
- Avoid personal information.

### *Examples:*

- Birthdate
- Religious affiliations (as appropriate)
- Political Party
- Marital Status
- Children
- Organizations that reveal gender, political status, social involvement, race, or sexual orientation.
- Medical information
- Retirement

## Formatting

1. Use consistent font size and styles throughout the resume.
2. Resumes should be void of blank headings (NEworks resume titles without supporting text).
3. Bullet points should be used for work history and ability summaries (avoid paragraph form).
4. Avoid use of bullets and numbers in the same resume.
5. Headings and Job Titles should always have a **bold** font.
6. Resumes should not include references.
7. Always use the spelling and grammar check!

## **Recommended NWorks Sections**

### Basic Resume

- Contact
- Objective
- Education and Training
- Employment History

### Technical or Healthcare Resume (welder, plumber, electrician, mechanic, nursing, cna)

- Contact
- Objective
- Education and Training
- Employment History
- Occupational Licenses and Certificates
- Ability Summary (optional)

### IT Resume

- Contact
- Objective
- Additional Information (Manually change NWorks "User-Defined Title" to Technical Expertise)
- Education and Training
- Employment History

### Professional Resume

- Contact
- Objective
- Education and Training
- Employment History
- Computer Skills
- Occupational Licenses and Certificates (optional)
- Ability Summary (optional)

## **BASIC RESUME EXAMPLE**

### **Bob Smith**

1212 O Street

Lincoln, NE 68508

555-555-5555

[Retailsales@gmail.com](mailto:Retailsales@gmail.com)

### **Objective Statement:**

To secure a position as a retail store manager in a company that promotes a team oriented environment.

### **Employment:**

Kohl's

May 2004 – Present

Lincoln, NE

#### **Store Manager**

- Provided strategic, operational and fiscal leadership of a 27 million dollar revenue-generating location with over 150 employees.
- Analyzed marketing trends, inventory, display reviews, and branding events.
- Maintained national service standards for upholding superior customer service.
- Managed operational expenses and monitored sales and profit generation.
- Developed independent training programs for employees in areas of increased sales, store merchandising, customer satisfaction, and loss prevention.
- Cultivated and maintained a team environment with store employees and reduced employee turnover percentages.
- Supervised subordinates, developed and implemented performance plans, recommended promotions and performed final hiring decisions.
- Maintained sales targets and increased profits by 35%.

Bubba Jeans, Inc.

January 2000 – April 2004

Texas, NE

#### **Assistant Manager**

- Provided superior customer service in fielding queries and assisting in stock control and sales.
- Supervised 30+ employees and performed basic human resources functions such as hiring, promotions and terminations.
- Supported shift employees by reconciling cash and sales receipts and maintaining accuracy.
- Conducted product inventory; verified quantity and quality of product receivables and confirmed loss prevention activities were implemented and followed.
- Performed work activities of subordinates, such as cleaning and organizing shelves and displays and selling merchandise.

### **Education**

Concordia University

Bachelor's Degree

Human Services

## **TECHNICAL OR HEALTHCARE RESUME EXAMPLE**

### **Bill Smith**

1234 Any Street

Lincoln, NE 99999

(123) 456-7890

[billasmith@gmail.com](mailto:billasmith@gmail.com)

### **Objective**

To obtain a full-time position as an Airframe Mechanic at Duncan Aviation.

### **Ability Summary**

- Ten years of experience as an Aviation Structural Mechanic.
- Qualified as an H-60 Airframe Technician Inspector (CDI).
- Responsible for turnaround inspections and aircraft readiness.
- Acted in a significant role in meeting the rigorous demands of a flight schedule and maintenance workload.

Experienced in preventative and corrective maintenance on the following airframe equipment:

- Structural systems including repairs to sheet metal and composite.
- Flight control systems including main and tail rotor systems.
- High pressure hydraulic systems including pumps, accumulators, dampening systems, brake systems and landing gear shock struts.

Knowledgeable at using the following tools/equipment to maintain and repair aircraft:

- Nitrogen, hydraulic and electric service carts.
- Pneumatic hammers and drills, hydraulic rivet guns, electronic particle counters, and bucking bars.
- Various hand and power tools including torque wrenches, shears, band saws, rounded and flat files, rivet squeezers, etc.

### **Employment History**

#### **Aviation Mechanic**

May 2002 – Current

ABC Aviation

Lincoln, NE

- Assisted with inspections, service, and maintenance of aircraft.
- Performed troubleshooting on aircraft systems and components.
- Repaired mechanical and electrical parts and systems.
- Conducted scheduled aircraft inspections using diagnostic equipment.
- Prepared documentation to comply with FAA regulations and company policies.
- Researched technical data to complete necessary repairs.
- Ordered parts for inventory.

### **Occupational Licenses & Certificates**

<b>Certification Title</b>	<b>Issuing Organization</b>	<b>Completion Date</b>
Electronic Particle Counter Analysis	ABC Aviation	June 2010
Hydraulic Systems Sample Analysis	ABC Aviation	September 2009
FAA Regulation Certificate	Federal Aviation Administration	May 2004
Pilots License	Federal Aviation Administration	April 2003
Aircraft Tire Wheel Maintenance	ABC Aviation	July 2002

### **Education**

<b>Issuing Institution</b>	<b>Qualification</b>	<b>Course of Study</b>
Western Nebraska Community College	Associate's Degree	Aviation Mechanics

## COMPUTER/IT EXAMPLE

### **JOHNNY JONES**

1234 Haverford Drive  
PAPILLION, NE 68046  
Phone: 402-592-8789  
jboykin@ryshell.com

### **Objective**

To obtain a project management position with ABC Software where I can utilize my experience in computer programming, risk management, software development, and strategic planning.

### **Technical Expertise**

.NET architecture, VS 2010, C#, Microsoft object oriented .NET programming languages, Microsoft SQL Server, Visual Gen., IBM COBOL II, LE COBOL 370, CICS, DB2, File-Aid, Expediter, Installment Loan System and software, scripting languages, Quality Management Improvement System, Rapid Fire Report

### **Employment History**

#### **Director-Software Development**

07/2010 - Present

First Data Corporation

Omaha, NE

- Provided vision and evolution of product architecture, and developed and communicated product roadmaps.
- Created annual capital and human resource budgeting with monthly forecasting, tracking and reporting.
- Managed a team of 5 to 10 direct reports and consultant software engineers in multiple locations to deliver high performance, high quality and secure enterprise class deliverables, on-time, and on-budget.
- Managed daily development in a fast-paced, production-oriented environment on multiple projects.
- Introduced standards and best practices using Agile/Scrum methodology and design, utilizing issue and deliverable tracking (Target Process) and source repository (Subversion, GIT) to successfully meet release schedules.
- Established standards of performance and monitored conformance for staff and vendors.
- Responsible for managing products and solutions adherence to established PCI DSS 2.0 compliance, information security, and quality standards.



## Software Solutions Architect

07/2005 - 07/2010

TantaComm

Omaha, NE

- Met with internal and external client stakeholders to determine and document the functional and non-functional solution requirements.
- Envisioned a solution from the requirements and how it interacted with external systems.
- Generated a document detailing the stakeholder requirements, solution architecture, and the logical and physical view of the system structure.
- Ensured compliance with the defined process, deadlines, and the quality of project deliverables.
- Defined the proper infrastructure to support the defined requirements, allowing for growth and scalability of the solution and integration with other systems.
- Managed the design, development, testing and delivery phases of the project to insure successful delivery of the solution to the stakeholders.

## Software Programmer/Analyst

09/2000 - 07/2005

First National Bank - Omaha

Omaha, NE

- Performed Project Leader/Project Management for the SDLC Testing phase of a major credit card processing system overhaul.
- Performed project analysis and created development design specifications from customer's request.
- Conducted Functional Code Reviews with business unit management, business analyst, and end-users to ensure project specifications were maintained and customer expectations were met.
- Created System Integration project test plans.
- Administered and coordinated System Integration for new credit card processing system prior to conversion testing.
- Automated and developed Configuration Management procedures.
- Designed and created Mainframe applications using IBM COBOL and CICS.
- Tuned JCL and PROC's to increase efficient utilization of available mainframe resources.
- System tested all new or modified programs and business modules prior to integration to production.

## Education

Issuing Institution	Qualification	Course of Study
Bellevue University	Bachelor's Degree	Computer Information Systems Web Technologies
Creighton University	Vocational School Certificate	Applied Computer Science
Metropolitan Community College	Vocational School Certificate	Applied Mainframe Programming

## **PROFESSIONAL EXAMPLES (Associates degree or higher)**

### **Joe Smith**

123 A Street  
Lincoln, NE 68502  
(402) 123-4567  
[joe.smith@yahoo.com](mailto:joe.smith@yahoo.com)

### **Objective**

To utilize my employee relations, performance management and workforce planning skills as a successful Human Resource Business Partner within (name organization).

### **Employment History**

#### **Human Resource Manager**

08/2006 - Present

First Data Corporation

Omaha, NE

- Provided comprehensive human resource leadership, guidance and support, in compliance with approved company policies and applicable state and federal regulations.
- Developed and administered company-wide policies and procedures regarding employee relations, performance management, performance evaluations, disciplinary action, and grievances.
- Consulted with management to coordinate strategic workforce planning and talent management activities.
- Prepared, analyzed and interpreted performance management, staff retention and additional human resource information systems reports.
- Investigated employee issues and complaints to ensure appropriate resolution.
- Performed new hire recruiting, interviewing, assessment, background checks, and orientation processes.
- Served as a liaison for benefits administration, legal team, Society for Human Resource Management (SHRM), economic development and other internal and external partners.

#### **Human Resource Assistant**

03/2002 – 08/2006

Mutual of Omaha

Omaha, NE

- Managed the daily operations of the Human Resource office.
- Assisted in recruiting and retaining employees and providing orientation training.
- Facilitated company-wide meetings regarding benefits, safety, and policies.
- Reviewed performance management reports.
- Monitored employee relation reports and advised supervisors and subordinates regarding employee relations.

**Education and Training****Issuing Institution**

University of Nebraska at Lincoln

University of Nebraska at Lincoln

**Qualification**

Master's Degree

Bachelor's Degree

**Course of Study**

Business Administration

Business Administration

**Occupational Licenses & Certificates****Certification Title**

Senior Professional in Human Resources (SPHR)

**Issuing Organization**

HR Certification Institute

**Completion Date**

06/2002

**Computer Skills**

PeopleSoft, Intuit payroll software, Microsoft Office Suite including Word, Excel, Power Point, Access, Outlook, company Intranets