



City of Winnipeg

Resumes, Cover Letters and Interview Tips

Presented by:

Staffing & Diversity Branch

What Is A Resume?

- The **first impression** a potential employer has of you
- A Summary of your **education, experience, skills** and **accomplishments**
- **A tool** that highlights your qualifications
- Your **first step** towards a potential interview

What To Include:

1. Profile/Objective
2. Accomplishments
3. Work Experience
4. Education, Professional Development and Training
5. Professional Affiliations/Groups

1. Profile/Objective

- 3-5 sentences in length
- Focus on your knowledge, job skills and strengths as they relate to the position you are applying for
- Tells an employer what you are looking for

e.g. “Professional administrator with financial and marketing training and experience. Strong interpersonal and communication skills with ability to work under pressure and meet deadlines. Seeking a full-time opportunity with room for growth and advancement.”

2. Accomplishments

- Work or volunteer accomplishments that you are proud of that also highlight your qualification for the position you are applying for
- Set yourself apart from the competition

e.g. Recipient of a scholarship to University/College, or an award from work for your contributions to the company.

3. Work Experience

- Identify the experience you have obtained from previous work
- Be sure they align with the skills that are important in the job you are applying for
- Identify 2-5 skills and list related work tasks or duties under each one

e.g. **“Strong Customer Service Skills**

- Assisted in the development of a ‘Customer Appreciation Day’
- Greeted all incoming customers and directed them to appropriate department
- Handled all transactions in a timely and accurate manner”

4. Education, Professional Development and Training

- Include name of degree, certificate, diploma, license, course or workshop
- Indicate if education has been completed or is in progress
- Include name of institution

5. Professional Affiliations

- List any professional or community-based memberships, associations or affiliations

e.g. Board Member of the Winnipeg Street Nursery School Co-op

Main Types of Resumes

1. Chronological
2. Combination – Chronological and Skills-based

Source: Simply Hired Staff (2018, April 10), The 3 Main Types of Resumes from <https://www.simplyhired.com>

Chronological

- The format often used for most City of Winnipeg job openings
- Experience, education, etc. are all listed in descending order, with dates shown, with the most recent items appearing at the top of the page
- Start by listing the most recent work position. Each job title should be followed by a description of the duties, accomplishments, and skills in that position
- After work experience, list your education in a similar descending format
- This format allows the hiring manager to see at a glance what recent experience you may have and what accomplishments may be the most relevant in your recent past

Chronological Resume Example

Experience

December 2016 - Present
Administrative Coordinator
City of Winnipeg, Winnipeg, MB

- Responsible for analysis of monthly, weekly, and, daily sales reports. Achieved 100% accuracy in sales reports in past two years.
- Responsible for scheduling training classes, seminars, and conferences.

June 2015 - December 2016
Administrative Secretary
Province of Manitoba, Brandon, MB

- Research and design sales and training presentations, requiring fluency in PowerPoint, SlideShark, and Prezi.
- Responsible for scheduling a three-person sales and training staff.

Education

St. Mary's University of Minnesota, Winona, MN
June 2015

- B.A., Public Relations

Source: A. Doyle (2018, March 22), What is a Chronological Resume Format? from <https://www.thebalancecareers.com>

Combination – Chronological and Skills-based

- Groups relevant skills and experience as they relate to the qualifications of the job you are applying for
- Combination resumes work well for job seekers with a significant amount of work experience, and who also have strong skills and accomplishments
- Your job history will follow with a bare-bones list of titles held by year and month to provide context and work history

Source: Simply Hired Staff (2018, April 10), The 3 Main Types of Resumes from <https://www.simplyhired.com>

Combination Resume Example

Relevant Experience

Sales & Marketing

- Made direct presentation to retail store owners and buyers, marketing Christmas ornaments and gift items imported from other countries
- Co-hosted sales seminars for potential real estate partnership investors
- Followed up by phone to verify their commitment to invest in the partnership
- Canvassed by cold calling for contributions to a nonprofit organization

Organization & Customer Service

- Resolved wide range of customer problems, applying diplomacy and assertiveness to delivery delays, fee and budget discrepancies, property management decisions, airline emergencies and communication barriers
- Organized the logistics of speaking engagements and investment seminars: location -catering- seating – literature – speakers – travel
- Maintained extensive financial records regarding individual and corporate clients

Employment History

| | |
|----------------|---|
| 2014 – PRESENT | Office Manager/Bookkeeper United States Navy, San Francisco |
| 2012-2014 | Global Import Sales Self-employed, selling to Bay Area stores |
| 2010-2012 | International Flight Attendant Transamerica Airline, Oakland |

Resume Do's:

- Should be organized and well-formatted
- Use proper grammar and correct spelling
- Be positive, accurate, fact-based
- Use consistent font style and size
- Should include related information to the job being applied for, such as how you meet the qualifications of the job.
- Begin sentences with action words (i.e. 'Developed', 'Facilitated', 'Organized')

Resume Don'ts:

- Use “Me” or “I”
- Use slang/abbreviations
- List personal information (i.e. height, race, age, marital status, or a photo)
- Include salary information
- Exaggerate or misrepresent yourself

What Is A Cover Letter?

- Introduces you and your resume; why you are the best person for the job
- Provides a sample of your written communications skills

Include Key Words from the Job Posting

- If the posting states that an employer is looking for someone with “excellent customer service skills:
 - Describe your customer service skills in your cover letter

e.g. “I have many years of customer service experience, including in person and over the phone.”

- Address your cover letter to the name of the person listed in the job posting
 - If no name is mentioned, use: “Dear Hiring Manager”

Include Information Related to the Organization

- What are the organization's interests, values and goals?
- Reflect these in your cover letter as related to your experience.
- **Hint:** Check out our website!

What to Include in a Cover Letter:

- **Heading** (your contact information, date, employer address)
- **Introduction** (greeting, job posting number, statement as to why you are writing)
- **Body** (describe your key qualifications and why you are the best person for the job)
- **Closing** (statement, salutation, signature)

Cover Letter Do's:

- Write in first person (i.e. use “I”)
- Keep to approximately 1 page in length
- Make it clear and easy to read
- Provide contact information
- Describe how you meet the employer’s needs and how you can contribute

Cover Letter Don'ts:

- Use multiple fonts/formats/flashy paper
- Use abbreviations
- Provide personal information (e.g. age, gender, religion, a photo)
- Repeat your resume, word for word
- Use exclamation points

Remember....DO NOT:

- Apply for jobs you are not qualified for
- Exaggerate your qualifications or be dishonest

Interviews:

- Help determine if the applicant is qualified for the job they applied for
- Give applicants an opportunity to learn more about the job and the organization

Interview Tips

- Research the organization that you applied at (i.e. looking at Winnipeg.ca)
- Understand the qualifications required for the job and prepare to discuss how you meet them
- Bring any documentation with you that has been requested
- Think about potential work situations, and how you might handle those in the workplace
- Be on time:
 - Know where to go and how you are getting there
 - Get there 10-15 minutes early

Interview Tips Continued

- Turn off your cell phone
- Do not chew gum or candy
- Listen carefully to the interview questions; if you need the question repeated, do not be afraid to ask
- Provide an example of where or how you have demonstrated the skill being asked about (i.e. may be from previous work or volunteer experience).

Source: <http://www.youth.qc.ca/eng/topics/jobs/interview.shtml>

Interview Tips Continued

- Individuals who are selected for an interview may be screened by a behaviour based interview method. It is good to practice before an interview!
- An example of a behaviour based question is: “Tell me of a time that you demonstrated excellent customer service, what happened and what was the result?”
- When answering, try not to generalize your answers, as the interview panel is assessing your behaviour and your skills based on specific situations that you have encountered. Instead, answer using the STAR model to describe a condensed version of your example.

Situation

Task

Action

Result

Interview Tips Continued

- Ask any questions that you have at the end of the interview
- Question examples you might consider asking include:
 - What is a typical day like for the person in this position?
 - Are there opportunities for me to learn and grow?
 - When do you think you will have a decision made about this position?
- Thank the interviewer or interview panel for their time before leaving

Remember

It is normal to be nervous during an interview – try to stay calm and take a deep breath.



City of Winnipeg

Thank you