

*Rising Together*



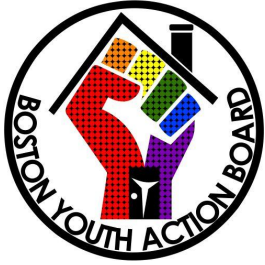
# Building Your Resume

---

**Rising Together\***: *A workforce development initiative to connect youth experiencing housing instability or homelessness with work opportunities*

*\*Graciously funded by Heartland Alliance and the Liberty Mutual Foundation*

# Rising Together



City of Boston  
Health & Human Services



# Presenters

**Malik Gomes** a Transitional Employment  
Supervisor at Youth Opportunities Unlimited



**Courtney Kinney** the Assistant Deputy Director  
of Case Management and Recruitment Y.O.U.



# Workforce Development Series

## Get PAID to start your career!

You can earn \$15 for each virtual career training webinar or job fair you attend.\*

### Who is This For

Young people, 16-24, experiencing housing instability or homelessness, and service providers. But all are welcome!

### Virtual Events

#### Webinar: Building a Resume

Wed, July 15th  
12-12:45 p.m.

#### Webinar: Nailing the Job Interview

Wed, July 22nd  
12-12:45 p.m.

#### Webinar: Coping Strategies

Wed, July 29th  
12-12:45 p.m.

#### Virtual Job Fair

Wed, Aug. 5th  
12-1 p.m.

Virtual job fair employers include:



### \*How to Get Paid

The first 30 people to register for an event will receive a \$15 payment. To receive this payment, you must:

- Register in advance
- Arrive on time
- Participate in the entire webinar or job fair
- Be able to accept payment via the Venmo app

Register at  
[owd.boston.gov/rising-together](https://owd.boston.gov/rising-together)

These events are provided by YOU Boston and Rising Together.  
For questions, contact [RisingTogether@boston.gov](mailto:RisingTogether@boston.gov)

# Learning Targets

- I am familiar with tools and tips to successfully write a resume for a specific job description
- I am more comfortable addressing tricky spots on my resume

# Overview

- In's and Out's of a resume
- Application Tracking System
- Formatting
- Tricky Points
- Summary
- Resources
- Q&A
- Poll

# In's and Outs of a Resume



# Why the Resume Matters

- It represents you in your absence
- It provides the interviewer a summary of what is important to you
  - What CAN YOU DO (skills, qualifications, interests)
  - What and Where do you want to do It (values and environment)
- It is a way to get an interview

***This is a life skill to master, not a one-time task***



# Types of resumes

- Chronological
- Functional
- **Combination**



# Combination Resume



- Emphasizes both your work experience and relevant skills.
- Takes the pressure off of work history/gaps (but doesn't hide it)
- Top-loaded style shows hiring managers the most valuable information first
- This format is appealing to both traditional and non-traditional hiring manager

***Useful to those starting out or are relatively new to the workforce***

# Combination Resume

Name and Contact Information

Summary

Skills and Abilities

Professional Experience

Education

Certification

Awards

Extracurriculars (including volunteering and interests)

## Alex Lemur

Boston, Massachusetts | (555)-656-7000 | [alex.leme@email.com](mailto:alex.leme@email.com)

### Summary

A strategically-minded and hard-working sales associate with nearly 2-years of experience in delivering customer service and increasing brand awareness.

### Skills

G Suite applications (e.g. Docs, Sheets, and Slides), Team player, People-oriented, Responsible, Hardworking, Creative, and Proficient in Spanish (spoken)

### Professional Experience

TJ Maxx, Sales Associate

January 2020- April 2020

- Greeted customers and provide suggestions for purchases
- Straightened stock to maintain ease of shopping
- Lifted containers up to 50lbs
- Worked on inventory count as necessary

Mary's Ice Cream Shoppe, Store Associate

May 2019-December 2019

- Greeted patrons at walk-up window
- Answered questions regarding menu items
- Managed debit, credit card, and cash transactions

Self-employed, Babysitter

November 2015-May 2019

- Care for the safety and well-being of 3 children
- Maintained tidiness of the house

### Education

Marshall College

September 2010- June 2012

Completed 24 credits in business

Poughkeepsie High School

September 2014 – June 2018

**Certifications:** G-Suite certification

**Awards include:** Employee of the Month (May 2019)

**Extracurricular activities include:** Debate Team (2017-2018), basketball, and reading

# Application tracking system



—

# Applicant Tracking System (ATS)

- ATS software provides recruiting and hiring tools for companies.
  - These systems collect and sort thousands of resumes.
  - Some applicant tracking systems can automatically compare your resume to the job description.
  - Resumes are ranked based on how well the resume matches up to the job description.
- Instead of reviewing each and every application, the recruiter can focus squarely on candidates the ATS has identified as a great match

# ATS at a glance

List Name	<b>PHP Developers in MN</b>	Last Updated	07-02-12 (1:37 pm)
Notes	Dynamic list of candidates in MN with the keyword 'PHP' in their resume.	Created By	Tony S.

Search this grid		Search	+	Clear All	Columns	Rows	Page 1 of 2	30 results
Name	Location	Updated	Rating	Recent Status - Extended				
<input type="checkbox"/> <a href="#">Sathya Hariesh</a> <small>(Java Developer)</small>	minneapolis, MN	07-02-12	★★★★★	<a href="#">Submit for review</a> - Java Developer - ACME Enterpris				
<input type="checkbox"/> <a href="#">Andrew Kandels</a>	Richfield, MN	07-02-12	★★★★★	No Contact - SCUBA Instructor				
<input type="checkbox"/> <a href="#">Matt Ingram</a>		07-02-12	★★★★★	No Contact - Website Applicant - Java Developer - A				
<input type="checkbox"/> <a href="#">Richard Stevenson</a>	Minneapolis, MN	06-27-12	★★★★★	<a href="#">Contacted</a> - SCUBA Instructor				
<input type="checkbox"/> <a href="#">Janet Brooks</a>	Minneapolis, MN	06-27-12	★★★★★	<a href="#">Contacted</a> - Weight Exerciser				
<input type="checkbox"/> <a href="#">Greg Batterfield</a>	Minneapolis, MN	06-27-12	★★★★★	No Contact - Weight Exerciser				
<input type="checkbox"/> <a href="#">Bob Fullerson</a>	Minneapolis, MN	06-14-12	★★★☆☆	No Contact - Weight Exerciser				
<input type="checkbox"/> <a href="#">Adam Carleton</a>	Minneapolis, MN	06-07-12	★★★☆☆	No Contact - SCUBA Instructor				
<input type="checkbox"/> <a href="#">Dorota Konarzewska</a>	Duluth, MN	04-24-12	★★★★★	No Contact - SCUBA Instructor				
<input type="checkbox"/> <a href="#">Rachel Donalds</a>	Minneapolis, MN	04-24-12	★★★★★	<a href="#">Contacted</a> - .NET Developer - ABC Siding				
<input type="checkbox"/> <a href="#">John Harper</a>	Minneapolis, MN	04-24-12	★★★★★	No Contact - SCUBA Instructor				
<input type="checkbox"/> <a href="#">Paul Giggings</a>	Minneapolis, MN	04-20-12	★★★★★	No Contact - Weight Exerciser				
<input type="checkbox"/> <a href="#">Paul Johnson</a>	Richfield, MN	09-19-11	★★★★★	<a href="#">Hired</a> - .NET Developer - ABC Siding				
<input type="checkbox"/> <a href="#">Kevin Juniper</a>	Saint Paul, MN	07-26-11	★★★★★	<a href="#">Not In Consideration</a> - .NET Developer - ABC Siding				
<input type="checkbox"/> <a href="#">Anonymous Candidate</a>	Minnetonka, MN	07-26-11	★★★☆☆	<a href="#">Hired</a> - .NET Developer - ABC Siding				

A-Z Page 1 of 2 30 results

CATSone ATS applicants

# How to handle ATS

## Do's

- Make sure your top skills and qualifications are easily identifiable
- Carefully tailor your resume to the job description of each job that you apply to
- Match keywords in your resume to the job description as best as possible
- Use both the long-form and acronym of keywords
- Use standard section headings like “Work Experience” rather than “Where I’ve Been”
- Save your file as a .docx if possible

## Don'ts

- *Stuff* your resume with keywords.
- Use tables, columns, headers, or footers
- Copy the job description
- Change your job title to match the job description. Instead indicate the position as such: Sales Assistant (Sales Associate)

***Focus on crafting the best resume possible based on your actual skill set and accomplishments***

# Formatting

---



# Key Formatting Tips

1. Apply standard margins of 1 inch
2. Limit it the resume to 1-2 pages
3. Select a professional, readable font (ex: Calibri or Cambria)
4. Make your font size 10 to 12 font size
5. Feature section headers by bolding headers. Use 12, 14, or 16 font size
6. Use bullet points when appropriate

## Alex Lemur

Boston, Massachusetts | (555)-656-7000 | [alex.lome@email.com](mailto:alex.lome@email.com)

### Summary

A strategically-minded and hard-working sales associate with nearly 2-years of experience in delivering customer service and increasing brand awareness.

### Skills

G Suite applications (e.g. Docs, Sheets, and Slides), Team player, People-oriented, Responsible, Hardworking, Creative, and Proficient in Spanish (spoken)

### Professional Experience

TJ Maxx, Sales Associate  
January 2020- April 2020

- Greeted customers and provide suggestions for purchases
- Straightened stock to maintain ease of shopping
- Lifted containers up to 50lbs
- Worked on inventory count as necessary

Mary's Ice Cream Shoppe, Store Associate  
May 2019-December 2019

- Greeted patrons at walk-up window
- Answered questions regarding menu items
- Managed debit, credit card, and cash transactions

Self-employed, Babysitter  
November 2015-May 2019

- Care for the safety and well-being of 3 children
- Maintained tidiness of the house

### Education

Marshall College  
September 2010- June 2012  
Completed 24 credits in business

Poughkeepsie High School  
September 2014 – June 2018

**Certifications:** G-Suite certification

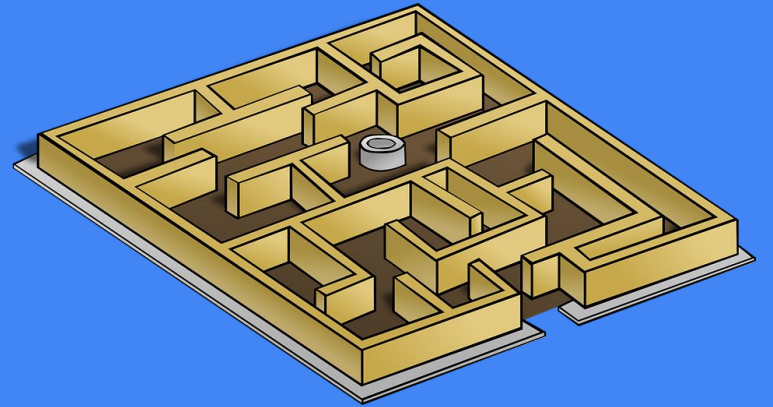
**Awards include:** Employee of the Month (May 2019)

**Extracurricular activities include:** Debate Team (2017-2018), basketball, and reading

# General Resume Tips

- Read the job description carefully and multiple times
- Use the same style across the whole resume
- Use proper grammar
- Spellcheck (e.g. manager)
- Use correct tense
- Use action verbs (ex: built, arranged, approved, created)
- Be careful about using acronyms and jargon
- Use the correct tense
- Edit, edit, and edit again
- Have others proofread it
- “Save As” .docx and .pdf files
- “Save As” *Web Page* -makes it easier to upload onto an online application

# Some Tricky Points



—

# Tricky Points

- Name, pronouns - Can be a concern for those that do not by their original or birth names.
- Address - No reliable address (moving or bouncing around).
- Reliable Phone Number - No phone to receive or call back employer.
- Identification - No government issued or official identification.
- No college degree - May be a limitation for certain opportunities.
- Criminal Record - Do not put criminal information on resume.
- Gaps in work history - Be sure to have reasoning.
- References - Do not list on resume but let it be known that references are available at demand.

# Name/Pronouns

- Decide if you want to be out as transgender or non-binary during the job search and hiring process
- If you are applying to jobs that require submitting all materials under a legal name (ex: positions in government) then by law or regulations you must use your legal name. Thus, follow the requirements outlined in the job posting.
- If possible, you can still include your true name and pronouns on the resume.
  - You can list your true name after your legal name on your resume in parenthesis.
  - Can add on pronouns on the resume below your name in parenthesis.

***Add your true name and pronouns only if you are comfortable and able to do so.***

## Alex Lemur (Sheila Ray)

She/Her/Hers  
Boston, Massachusetts | (555)-656-7000 | [mylight555@email.com](mailto:mylight555@email.com)

### Summary

A strategically-minded and hard-working sales associate with nearly 2-years of experience in delivering customer service and increasing brand awareness.

### Skills

G Suite applications (e.g. Docs, Sheets, and Slides), Team player, People-oriented, Responsible, Hardworking, Creative, and Proficient in Spanish (spoken)

### Professional Experience

TJ Maxx, Sales Associate  
January 2020- April 2020

- Greeted customers and provide suggestions for purchases
- Straightened stock to maintain ease of shopping
- Lifted containers up to 50lbs
- Worked on inventory count as necessary

Mary's Ice Cream Shoppe, Store Associate  
May 2019-December 2019

- Greeted patrons at walk-up window
- Answered questions regarding menu items
- Managed debit, credit card, and cash transactions

Self-employed, Babysitter  
November 2015-May 2019

- Care for the safety and well-being of 3 children
- Maintained tidiness of the house

### Education

Marshall College  
September 2010- June 2012  
Completed 24 credits in business

Poughkeepsie High School  
September 2014 – June 2018

**Certifications:** G-Suite certification

**Awards include:** Employee of the Month (May 2019)

**Extracurricular activities include:** Debate Team (2017-2018), basketball, and reading

Resume including true names and pronouns

# Address

- Family member, friend, or religious or social organizations
- P.O. Box
  - It can be reserved online at [usps.com/poboxes](https://usps.com/poboxes) or in-person at the desired Post Office location
  - Need two forms of acceptable U.S. identification. One form of ID must contain a photograph, the other needs to confirm your physical address.
  - Costs vary depending on Post Office location, and duration (3, 6, 12 months)
    - For six months costs can range from \$19 to \$75 depending on the location

# Reliable Phone #



- **Lifeline Cell Phone** (free government phones)
  - FREE cell phone and free minutes every month at no charge
  - Eligibility
    - Receive benefits from any of these programs SNAP, Medicaid, Section 8 (and others)
    - If your Total Household Income is at or under 135% of the Federal Poverty Guidelines
  - To find the best wireless service for you, then visit:  
<https://www.freegovernmentcellphones.net/states/massachusetts-government-cell-phone-providers>
  - If you qualify for Lifeline, T-mobile offers substantial discounts off of the regular mobile phone plans



# Reliable Phone #

- **Text Now App** can use on phone, tablet or desktop
  - FREE calling and texting over wifi
  - Make unlimited free phone calls to any phone number in the US & Canada
  - The app comes with a few ads. If you don't like ads, you can purchase a premium subscription to remove them.
- **Google Voice** gives you a phone number for calling, text messaging, and voicemail. It works on smartphones and computers, and syncs across your devices so you can use the app in the office, at home, or on the go.
  - Need a Google Account
  - Almost all calls to the United States and Canada are FREE
  - You can sign up for Google Voice either on the web or by downloading the Google Voice app from [Google Play Store](#) or [Apple's App Store](#).

# Identification

- The U.S. Department of Homeland Security's employment eligibility process requires that employees must present, to their employer, evidence of **identity AND employment eligibility**.
  - Examples: Passport and Permanent Residence Card
- All documents must be:
  - Originals
  - Unexpired
  - NO photocopies
  - Non-laminated

# Identification

- For replacement social security cards:
  - Call: 1-800-772-1213 M-F 8:00 am – 5:30 pm.
  - Visit: <https://www.ssa.gov/myaccount/>
- You can start any driver's license or ID transaction online.
  - The Registered Motor Vehicle is NOT offering renewals of driver's licenses in-person at this time.\*
  - You can renew your license up to 2 years after expiration.

\*However, if you are a AAA member, you can make a reservation to renew your driver's license/ID at a AAA location.

# No College Degree

- Never attended college
  - Highlight practical work experience and skills that you have gained that are relevant to the job.
  - Include job-related training, certifications, conferences, in-service training, seminars, online learning and even self-directed study.
  - Follow-up with hiring manager if possible by phone or email to make personal connection



# No College Degree

- Have some credits, but didn't finish college
  - Put unfinished college on a resume if it directly applies to the job that you're seeking or it explains a work gap.

## Example #1

University of LakeShore (2016-2018)  
Denver, CO  
Completed 25 credits towards a BA in Business

## Example #2

University of LakeShore (2016-2018)  
Denver, CO  
Completed courses: Architectural History and  
Urbanism, Construction Practices, Building  
Systems, Theory of Structures



# No College Degree

- In process of completing college
  - State the anticipated completion date
  - Ex: “Mabel College: Bachelor of Arts degree candidate: anticipated completion May, 2020.”



# Criminal Record

- Massachusetts has among the strongest protections for applicants with criminal records.
- Massachusetts enacted a “ban the box” provision
  - Prohibits employers from asking about any kind of criminal record information on the initial written applications.
- Do **NOT** include any criminal history on your resume

# Gaps in Work History

- Remember to include related paid and unpaid experiences to help reduce as many gaps as possible.
  - Unpaid Experience
    - Ex: Volunteering/community service/self-taught skills/ internships
  - Even the one-day of volunteering can count
    - Ex: Voter registration





# References

- If the job posting does not specifically ask, then save the references until requested.
- If the job posting asks for them to be placed on the resume, then...
  - Plan to include at least 3 professional references, unless they ask for only 1 or 2 references
    - Select references who can speak favorably about your strengths and potential to succeed on that job
    - Examples: Y.O.U staff, YAB Directors, guidance counselor, past employer, professor
  - *How to list references:* List their full names, professional titles, companies, and contact information at the bottom of the resume
    - Make sure to inform all of your references prior to submitting a job application with their contact details included

# Tools



- List of action verbs
  - <https://careernetwork.msu.edu/resources-tools/resumes/action-verbs.html>
- St. Francis House - Workforce Development webinars and blogs
  - <https://stfrancishouse.org/virtualwfd/>
- Free Mask(s)
  - DHVANI: <https://www.dhvani.com/pages/freemasks>



# Wrapping Up

---

# Take home message

- Read the job description carefully and follow directions
- Write the best resume possible for each job based on your skill set and accomplishments
- Edit, edit, and edit again
- Have others proofread it

***Most importantly...have confidence...you got this!***

# Next Steps

- Write a resume or revise the one that you have in order to get ready for the Virtual Job Fair!
- Attend upcoming weekly webinars hosted by Rising Together

## Get PAID to start your career!

You can earn \$15 for each virtual career training webinar or job fair you attend.\*

### Who is This For

Young people, 16-24, experiencing housing instability or homelessness, and service providers. But all are welcome!

### Virtual Events

#### Webinar: Building a Resume

Wed, July 15th  
12-12:45 p.m.

#### Webinar: Nailing the Job Interview

Wed, July 22nd  
12-12:45 p.m.

#### Webinar: Coping Strategies

Wed, July 29th  
12-12:45 p.m.

#### Virtual Job Fair

Wed, Aug. 5th  
12-1 p.m.

Virtual job fair employers include:



### \*How to Get Paid

The first 30 people to register for an event will receive a \$15 payment. To receive this payment, you must:

- Register in advance
- Arrive on time
- Participate in the entire webinar or job fair
- Be able to accept payment via the Venmo app

Register at  
[owd.boston.gov/rising-together](https://owd.boston.gov/rising-together)

These events are provided by YOU Boston and Rising Together.  
For questions, contact [RisingTogether@boston.gov](mailto:RisingTogether@boston.gov)

# Acknowledgments

- Boston Youth Advisory Board members
- St. Francis House
- MassHire Downtown Boston
- Youth Opportunity Unlimited (Y.O.U)
- Funders
  - Heartland Alliance
  - Liberty Mutual Foundation
- Rising Together
  - St. Francis House, United Way, More Than Words, Boston YAB, Boston PIC, Bridge Over Troubled Waters, Office of Workforce Development, Health and Human Services Cabinet, and Department of Neighborhood Development

# References

1. <https://www.jobscan.co/blog/hybrid-resumes-best-resume-format/>
2. <https://stfrancishouse.org/virtualwfd/>
3. <https://www.jobscan.co/blog/8-things-you-need-to-know-about-applicant-tracking-systems/>
4. <https://www.nolo.com/legal-encyclopedia/massachusetts-law-employer-use-arrest-conviction-records.html>
5. <https://zety.com/blog/references-on-a-resume>
6. <https://www.mass.gov/doc/acceptable-forms-of-identification/download>



**THANK YOU!**