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# **Résumé Quick Guide**

# The Basics of the Résumé

A résumé is often the first impression a potential employer makes of a candidate. Statistics indicate that an average recruiter or hiring manager will spend only 20 seconds reading a résumé. Therefore, tailoring your resume by choosing the right content such as skills, professional experiences, educational background, and using strong, relevant keywords is more important than ever!

A resume should list the most recent, last 10 years or so, of work history.

Many companies now utilize some form of an online applicant tracking system (ATS) to handle job applications and to manage résumé data. Often the ATS will provide an employer with an initial online screen of a candidate, by searching for keywords in the résumé and matching job requirements to advance to a recruiter or hiring manager.

\*Read more about ATS on our resource page in this handout.

This Résumé Guide will detail common sections of a résumé, describing professional experiences and accomplishments, résumé examples and sample résumé templates to use.

## Formatting Matters:

- Length of a résumé: For professionals with less than 10 years of experience, a 1-page résumé is sufficient. 10+ years of experience should limit the résumé to 2 pages with either all experiences or selected experiences.
  - For professionals applying to academic or specialized professions, a curriculum vitae (CV) may be required which includes additional information such as publications and presentations and may be up to 20+ pages long depending on what professional experiences and activities one has had.
- Formatting your résumé: Résumés should be easy to read, 10-12-point font. Recommended fonts are: Arial, Georgia, Tahoma, Trebuchet, Calibri and Verdana. Ensure consistent formatting (font and font size) throughout your résumé.
- References: Adding references or the statement, “References furnished upon request” is no longer necessary.
- Ways to save your résumé: It is important to note that there are various ways to save your résumé, especially for online applications. Those include:
  - .doc or .docx [Microsoft Word Document]– Most online application systems will ask a candidate to upload a document, Microsoft Word is a common software system to use.
  - .txt [Plain Text] – Ideal for copying and pasting résumé content into an online application system.
  - .pdf [Portable Document Format] – Some applicant tracking systems experience difficulty when scanning keywords in a PDF document, however, this format would be recommended for e-mail résumé submission as most cannot edit a PDF document. This would be the recommended format to use if you submit your resume using your smart phone.
- Things to avoid adding to a résumé: borders, shading, photos, age, birth date, marital status, hobbies, salaries, text color, and graphics unless otherwise suggested. For example, it is not abnormal for a Graphic Designer to add some creative flare to their paper or electronic résumé/CV.

## Other Helpful Tips:

- Use a variety of strong action verbs to begin bullet point statements (\*see attached list in handout).
- Describe accomplishments or achievements, showing where value was added to the department, organization and/or community as a result.
- Make it a practice to incorporate profession or industry keywords where applicable. Refer to job descriptions and occupation information from sources such as, “The Bureau of Labor Statistics” or “O\*NET Online to get more details about keywords
- Sentence fragments are acceptable, complete sentences are not required in résumé writing. The preference is to NOT use the words, “I” or “My” in describing your job functions.
- Check action verb tenses for all positions. Current position should be in present tense while previously held positions should be in past tense.
- Use numbers and characters to draw the eye, instead of writing out words. For example, 6 instead of six.
- Check your spelling and grammar! PROOFREAD, PROOFREAD AND PROOFREAD!!

# Building an Effective Résumé

The **Heading** should include entire first and last name, address, phone number and an e-mail address.

- The heading should be placed at the top of the résumé.
- List a professional e-mail address such as: nancy.smith@gmail.com or nsmith@gmail.com.
- It is appropriate to add a website, link to a portfolio, or your LinkedIn URL address to the heading section.

**EXAMPLES:**

**\*CENTERED SPACE SAVER**

**NICOLE JONES**  
55 Glynn Grove, Avon Lake, OH 55555 | (216) 555-5555 | sives20@gmail.com

**\*CENTERED USING MULTIPLE LINES**

**AMBER WILSON**  
44 Sussex Drive  
Shaker Heights, OH 44120  
(216) 751-5555  
amber.wilson216@gmail.com

**\*LEFT or RIGHT ALIGNED USING MULTIPLE LINES**

**JONATHAN POLK, SR.**

123 Success Lane  
Cleveland, Ohio 44115  
(216) 555-5555  
polk.jonathan.sr.@gmail.com  
www.linkedin.com/jonathan.polk.sr.

**LISA PRICE**

12 Fowler Road, Unit #8  
Cleveland, Ohio 44111  
(444) 555-5555  
price.lisa.2018@gmail.com

**\*CENTERED WITH LIMITED CONTACT INFORMATION**

**MAUREEN BROWN**  
Cleveland, OH | (440) 237-9216 | mbrown314@yahoo.com

**\*CENTERED WITH LIMITED CONTACT INFORMATION**

**MAUREEN BROWN**  
(440) 237-9216 | mbrown314@yahoo.com

A **Professional Summary** may be included beneath the résumé heading to provide the reader with a quick glance of your career and academic highlights, in other words, an overview of who you are professionally. This section is optional and replaces the “**Objective**” section as employers are more interested in who you are and what you have to offer professionally. **EXAMPLES:**

***Customer Service Professional Summary***

Energetic and results-driven professional with more than 10 years of experience in the customer service field. Successful track-record of providing superior service and support by telephone and in-person regarding products and services. Expert in accurately taking and entering orders, creating/cancelling accounts and obtaining details about complaints. Familiar with principles and processes of customer needs assessments, meeting quality standards for service, and evaluation of customer satisfaction. Bilingual: English/Spanish.

***Warehouse/Manufacturing Professional Summary***

Dedicated Warehouse Associate with progressive experience in performing packing and unpacking work in a safe manner. Competent at item picking and labeling in accordance with standards and specification. Skilled in performing all warehouse activities by following workplace and worker security protocols. A friendly individual who maintains a positive attitude all times and follows instructions efficiently.

### ***Nursing Professional Summary***

Top-performing RN with over 7 years of critical care experience. Specialized practice in cardiovascular surgery, post-operative recovery, and intensive care. Well-developed understanding of pathophysiology and pharmacology of critically ill patients. Seeks to promote patient care requirements and patient independence. Adept at following set medical care plans aptly and ensuring delivery of exceptional care to each individual patient.

### ***STNA Professional Summary***

Reliable, Service-Focused STNA with excellent patient-care and charting skills gained through six years of experience. Positive bedside manner and a track-record of providing quality patient care, administering medications, and assisting patients with ADL's. Ability to establish and maintain positive relationships with patients, families, and staff. BLS and CPR certified (current).

### ***Administrative Assistant Professional Summary***

Top-Performing Administrative Support Professional with a 7-plus-year track record in customer service, record keeping and general office management. Proficient in providing support to executives, taking minutes, handling appointments and messages, and writing correspondence. An expert communicator who is known for multitasking and completing assigned tasks within set deadline. Strong background in MS Word, Excel, PowerPoint and Outlook. Bilingual: English/Spanish.

### ***Retail Sales Professional Summary***

Friendly and Outgoing Retail Sales Professional with strong customer service and administrative support skills. Expert knowledge in developing and marketing loyalty/rewards programs using suggestive selling to increase average daily sales. A team player with a strong commitment to meeting and exceeding established goals.

A **Summary of Qualifications** may be included beneath the Professional Summary to provide the reader with a quick glance of your most relevant skills and qualifications you have as they relate to each job you apply for. These skills and qualifications should be hard (technical) and soft (non-technical) skills and should also include skills you have that can be transferable from job-to-job. **EXAMPLES:**

#### **\*BULLETED LIST TWO-COLUMN LIST – BUSINESS MANAGEMENT**

- Extensive managerial experience in recruitment, training and development, performance appraisals, employee retention and communications
- Purchasing management
- Product ordering and receipt
- High expectations for client relations
- Resolving customer service issues
- Revenue growth
- Won several awards for productivity and service
- Comfortable navigating through various means of technology including computers, email, social media, and Microsoft Office programs
- Cash management and expense control
- Excellent communication skills
- Proven track record of acquiring good talent
- Strong problem-solving skills
- Lead catalyst for grand openings and closings
- Inventory control and analysis

#### **\*BULLETED LIST SINGLE COLUMN LIST – RETAIL SALES MANAGEMENT**

- Grand opening procedures
- Product ordering and receipt
- Resolving customer service issues
- Cash management and expense control
- Marketing and visual presentation
- Revenue growth and inventory control
- Implementing sales incentive programs to boost staff morale
- Comfortable participating in legal issues and unemployment hearings
- Proven track record of acquiring quality talent
- Extensive experience managing, recruiting, training and developing talent, also completing performance reviews

The **Professional Experience** section includes the most recent and/or relevant professional work experiences. For the chronological format, one's experiences are listed in reverse chronological order, meaning your most recent work experience should be listed first. The functional style format showcases one's key competencies and skills with a summary statement first, and then briefly lists the corresponding professional experiences beneath with details about the company, city, state, and dates of employment. **EXAMPLES:**

**Chronological Resume Sample:**

**PROFESSIONAL EXPERIENCE**

Company Name, Location

2015 – Present

**Benefits Analyst and Coordinator, Corporate Human Resources**

- Design and conduct seminars on handling domestic relations proceedings for company-wide Human Resources Representatives, which resulted in improved employee relations and efficient handling of sensitive issues.
- Evaluate, select and implement software package for government filings, which simplified process between Accounting and Human Resources for savings of approximately \$6,000 per year.
- Created system for tracking and reporting domestic relations orders, which reduced time and provided data reports for all business groups.

**Functional Resume Sample:**

**PROFESSIONAL EXPERIENCE**

**Writing/Editing**

- Designed radio spots, television spots, and newspaper copy.
- Created public relations materials: brochures, press releases and newspaper articles.
- Co-wrote office procedure, training and user reference manuals.
- Wrote and edited sales proposals and technical documentation.
- Using Microsoft Office Programs; Word, Excel, PowerPoint, Access, Publisher, and Outlook to create, manage, and complete functions.

**Research/Campaign Development**

- Developed and implemented marketing campaign for mental health facility.
- Planned promotional campaign for radio station including special contests, new radio format and public relations ideas.
- Conceptualized media campaign for small, rural hospital.
- Developed research surveys, analyzed data and presented findings.

**Interpersonal Communications**

- Communicated effectively with 27 client businesses, colleagues, sales force and management daily.
- Trained 5 client organizations and 20 internal employees.
- Maintained confidential relations with clientele.

Job Title	Company Name, City, ST	2013 – Present
Job Title	Company Name, City, ST	2000 – 2013

**Combination / Hybrid Resume Sample:**

**PROFESSIONAL EXPERIENCE**

Clothes Ur' Us, City, ST

11/2008 – Present

*Women's clothing store chain with \$150 million in annual sales. [www.clothesurus.biz](http://www.clothesurus.biz)*

**Associate Store Manager**

**DIRECT SALES**

- Exceeded personal productivity target by 19%.
- Met and exceeded payroll targets through effective forecasting and scheduling, and managed payroll to current business trends.

**MANAGEMENT**

- Interviewed, hired, and trained all new sales associates.
- Implemented staff sales incentive programs to boost staff morale.

**MARKETING/VISUAL PRESENTATION**

- Planned and presented in-store seminars, such as "Accessories" and "Dress Down Fridays."
- Chosen to be an integral member of the visual team at fashion shows.

**TRAINING AND DEVELOPMENT**

- Planned and presented management and sales associate customer service meetings.
- Administered and provided ongoing supervision and training for 35-member staff.

**Education** section includes education history and completed degrees and/or certifications. Recent graduates may choose to list this section early on in their resume, followed by project and/or professional experience. Otherwise, this section is placed towards the end of the resume. List completed degrees with school name, location, degree and dates. **Listing of dates is optional** for those professionals who do not want to disclose the year of completion on the resume; however, the year of completion is typically required when submitting an employment application. You may also add coursework completed towards a degree. With the completion of a higher degree, it is not necessary to list a High School Diploma on the resume unless you see a benefit in doing so. **EXAMPLES:**

**EDUCATION**

School Name, Location

**Master of Business Administration**, Anticipated Completion: May 2020

School Name, Location

**Bachelor of Science, Behavioral Sciences, Psychology Minor**

School Name, Location

**Associate of Arts, focus on Early Childhood Education**, 2015

School Name, Location

**Coursework towards a Bachelor's Degree in Social Work**

**TRAINING AND DEVELOPMENT**

School Name, Location

**75-hour STNA training classes, 59 hours of classroom training and 16 hours of clinical experience in a long-term care facility**, February 2018

School Name, Location

**Full-time, 1800 Clock-Hour Barber Course**, Anticipated Completion: May 2018

School Name, Location

**Apprentice Electrician (Inside Wireman) / Journeyman certificate awarded**, March 2018

5-year apprenticeship program that required work during the day and classes two nights per week.

You can also add **Other Experience** that you feel is “**Relevant**” to your professional endeavors such as volunteer roles, other professional experience, affiliations and project experience. You may feel that it is important for a prospective employer to know this information you had beyond 10+ years because of its relevancy to the position being applied for. Awards and accomplishments can be added in different spaces throughout the resume. **EXAMPLES:**

### **VOLUNTEER EXPERIENCE**

COMPANY NAME, Location

**Lead Volunteer**, 2000 – 2006

- Planned monthly food bank event in impoverished communities.
- Created flyers and advertised event at local community businesses.
- Maintained records of donations, volunteers, and attendance.

### **OTHER PROFESSIONAL EXPERIENCE**

COMPANY NAME, Location

**Title** (5 years)

- Communicated effectively with 27 clients from local businesses, colleagues, sales force and management daily to present details regarding new products and services.
- Trained 5 client organizations and 20 internal employees.
- Maintained confidential relations with clientele.

The **Professional Affiliations** section is designed to list membership and leadership experience in professional organizations.

### **PROFESSIONAL AFFILIATIONS**

- National Professional Organization, Member 2010 – Present
- Ohio Professional Organization, Cleveland Chapter Director, 2015 – Present
  - Manage membership and professional events for the Cleveland area.

The **Project** section is intended for recent graduates with limited professional experience, to expand upon academic projects that are relevant to the career field of interest to show a competitive advantage.

### **PROJECT EXPERIENCE**

COMPANY NAME or ACADEMIC PROJECT TITLE, Cleveland, OH

Fall 2017

- Part of a team managing a Million Dollar Online Trading Fund as part of investment management MBA course. Appointed as an Equity Analyst and performed sector analysis, prepared financial reports and presented in front of board members.

The **Internship** section is intended for recent graduates that have limited professional experience but have some relevant field work experience that is comparable to actual work experience. The and **Major Accomplishments** section can be used on any resume to showcase major career achievements.

### **INTERNSHIP**

COMPANY NAME, Cleveland, OH

Spring 2018

**Marketing Intern**

- Create and maintain marketing reports detailing commercial market trends
- Designed marketing materials targeting existing and potential customers
- Maintained social media presence on Facebook, Twitter, LinkedIn, and Website
- Developed customized customer appreciation mailings, emails, and cards

### **MAJOR ACCOMPLISHMENTS**

- Winner of 2017 Safety Award
- Award for consistent achievement of quotas and goals in production, 2016-2017
- Selected to be the President of the Safety Committee, 2017
- Trainer of the year award, 2016
- Certified Forklift and Tow Motor Operator, 2015-Present

# Résumé Styles

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## **Chronological** (most commonly used)

- a. With this format, the main body focuses on the Professional Experience section starting from the most recent experience and going chronologically backwards with bullet point statements.
- b. Illustrates career growth over time and filling all gaps in a career path.

## **DARLENE WRIGHT**

902 Wilbur Street, Beachwood, Ohio 44122 • (216) 555-5555 • darlene.wright201@gmail.com

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### **SUMMARY OF QUALIFICATIONS**

**Productive and Hardworking Professional** with several years of experience providing a high-level of service and support in home healthcare. A people person with the ability to communicate and interact with a wide array of individuals. A natural self-starter, equally strong working with a team. Proven ability to work efficiently at a fast-pace.

- Medical Terminology
- Appointment Scheduling
- Knowledge of HIPAA
- Excellent verbal, written, and listening communication skills
- A reliable, quick learner
- Works well alone and with others
- Med Passing
- Billing and Coding
- Excellent customer service skills
- Eager to help others at risk and in need
- Strong Time Management and Multi-tasking abilities
- Teamwork
- Ability to work under pressure
- Blood borne and Airborne Pathogens, CPR, First Aid

### **PROFESSIONAL EXPERIENCE**

Xcel Healthcare Providers, Cleveland Heights, OH

2015 – Present

#### **Home Health Aide**

- Maintained records of patient care, condition, and progress, to report and discuss with supervisor/case manager.
- Assisted patients with moving in and out of beds, baths, wheelchairs, and automobiles; also, with activities of daily living such as bathing, dressing and grooming.
- Changed bed linens, washed and ironed laundry, and assisted with personal care.
- Checked patients' pulse, temperature, and respiration; passed meds according to prescription.

Private Duty, Cleveland, OH

2014 – 2016

#### **Home Health Aide**

- Provided the client and their family with emotional support and instruction in areas such as safe handling, preparing healthy meals, living independently, and adapting to disability/illness.
- Planned, purchased, prepared, and served meals to client, according to prescribed diets.
- Accompanied client to doctors' offices or on other trips outside of the home, providing safe transportation, mobility assistance, and companionship.

Consumer Support Services, Independence, OH

2007 – 2014

#### **Home Health Aide**

- Took vital signs (temperatures, pulse, respiration, and blood pressures).
- Provided physical and cognitive support to individuals with developmental disabilities.
- Taught essential care such as oral care, bathing, showering, incontinent care, toileting, dressing, meal preparation, feeding, hydration, transfers and other activities of daily living.

### **EDUCATION**

Consumer Support Services, Independence, OH  
Xcel Healthcare Providers, Cleveland Heights, OH

**Home Health Aide Training**

Shaw High School, East Cleveland, OH

**Diploma**

## **Functional**

- a. Ideal format for the job seeker with employment gaps and/or those making a career transition.
- b. This format directly highlights specific professional competencies and skills by including summary statements as its primary means of communicating capabilities from past experiences to enable the reader to identify qualifications quickly.
- c. Briefly list your professional experiences. List the company, city, state and dates of employment.

## **MARC STEVENS**

55 Raleigh Road · Bay Village, Ohio 44140 · (440) 555-5555 · m\_stevens123@outlook.com

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### **Professional Overview**

Experienced and Reliable Production and OTR Transportation Worker with over 10 years combined experience driving OTR, and manufacturing foods, plastics, and metals in fast-pace environments. Equipped with excellent skills in commercial driving, machine operations, shipping/receiving, and quality assurance.

### **Career Achievements**

- CDL Class A and B
- Winner of 2016 Safety Award
- Certified Forklift and Tow Motor Operator
- Consistent achievement of quotas and goals in production even under high demands
- Great attention to detail in processing paperwork and checking goods for delivery

### **Summary of Qualifications**

#### **MACHINE OPERATIONS**

- Operate complex production equipment such as overhead cranes, press machines, and pallet jacks.
- Regulate machine flows, speeds, and temperatures.
- Observe machines for malfunction occurrences, cleared jams, and followed the chain of command to report breakdowns.

#### **TRANSPORTATION / SHIPPING / RECEIVING**

- Safely load, transport, and unload deliveries across the country, meeting weight requirements at weigh stations.
- Examine contents and compare with order records to verify accuracy of incoming and outgoing shipments.
- Recording shipment data (weight, space availability, and damages/discrepancies) for recordkeeping purposes.
- Load and unload items from machines, conveyors, and conveyances.

#### **QUALITY ASSURANCE**

- Manufacture plastics, metals, steel, and food products following strict FDA and company guidelines and procedures.
- Examine products to verify conformance to quality standards.
- Participate in random audits for accuracy and to ensure that company bottom line is not affected.

### **Professional Experience**

Sherwood Food Distributors, Maple Heights, Ohio

**CDL Truck Driver**, 2015–Present

Dana Corporation, Oakwood Village, Ohio

**Machinist**, 2010–2015

Lester Precision Die Casting Co. (Metaldyne), Bedford Heights, Ohio

**Inspector II**, 2008–2010

### **Education and Training**

TDDS Technical Institute, Diamond, Ohio

**CDL Class A and B**

Lincoln Memorial High School, Cleveland, Ohio

**Diploma**

## **Combination / Hybrid Resume**

- a. This format is a combination of both chronological and functional styles, with a chronological list of employers, followed by a functional list of primary skill-sets acquired/used in each job.

### **NANCY J. JOHNSON**

55 Mulberry Street • Cleveland, OH 55555 • (216) 555-5555 • n.j.johnson2025@gmail.com

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## ***Career Highlights***

- *Increased sales volume by 50% exceeding 23% target*
  - *Planned and presented style shows for various for profit and nonprofit organizations*
  - *Implemented staff sales incentive programs to boost staff morale*
  - *Created and marketed customer incentive programs using postal and e-mailers, social media blasts, and eye-catching in-store ads*
  - *Recipient of the T2B regional store award for providing superior customer service*
  - *Awarded as top team leader for mentoring and helping team exceed sales goals*
- 

## **PROFESSIONAL EXPERIENCE**

**T2B (Top to Bottom)**, Lyndhurst, Ohio

2008 – Present

-www.top2bottom.com: A high-end Women's clothing store chain with \$150 million in annual sales located in Legacy Village.

### **Store Manager**

#### **DIRECT SALES**

- Exceeded personal productivity target by 19%.
- Met and exceeded payroll targets through effective forecasting and scheduling, and managed payroll to compliment current business trends.

#### **MANAGEMENT**

- Interviewed, hired, mediated issues, and disciplined sales associates.
- Implemented staff sales incentive programs to boost staff morale.
- Managed start to completion aspects of numerous grand openings in the Northeast region.

#### **TRAINING**

- Planned and presented management and sales associate customer service meetings at local and regional stores.
- Administered and provided ongoing supervision and training for a staff of 20.

#### **MARKETING/VISUAL PRESENTATION**

- Planned and presented in store seminars, such as “*Mannequin Marketing*” “*Accessorizing the Accessory*” and “*T2B Dress Down Fridays*”.
- Chosen to be an integral member of the visual design and imaging team at new store openings.

## **EDUCATION**

University of Dayton, Dayton, Ohio

### **Bachelor's Degree in Business Management**

- Concentration in Operations and Fashion Merchandising

## Alphabetical Action Verb List

Accomplished	Discovered	Investigated	Proposed	Secured
Achieved	Distributed	Launched	Protected	Selected
Acted	Drafted	Led	Proved	Shared
Activated	Earned	Maintained	Publicized	Shaped
Adjusted	Edited	Manipulated	Purchased	Showed
Administered	Effected	Marketed	Quantified	Simplified
Advertised	Eliminated	Mastered	Raised	Sketched
Advocated	Empowered	Matched	Read	Sold
Aided	Enforced	Measured	Realized	Solicited
Analyzed	Established	Mediated	Reasoned	Served
Approved	Evaluated	Met	Received	Solved
Arranged	Examined	Modeled	Recognized	Sorted
Assembled	Executed	Moderated	Repaired	Spearheaded
Assisted	Expanded	Modernized	Reported	Standardized
Balanced	Expedited	Modified	Represented	Stimulated
Budgeted	Experimented	Monitored	Recommended	Streamlined
Built	Explained	Motivated	Reconciled	Strengthened
Calculated	Familiarized	Multiplied	Reconstructed	Structured
Chaired	Filed	Navigated	Recruited	Submitted
Collaborated	Facilitated	Observed	Redesigned	Succeeded
Collected	Forecasted	Obtained	Reduced	Summarized
Communicated	Gathered	Offered	Referred	Supervised
Complied	Governed	Operated	Refined	Supplemented
Composed	Increased	Ordered	Regulated	Supported
Computed	Generated	Organized	Rehabilitated	Surpassed
Conducted	Headed	Originated	Reinforced	Tailored
Constructed	Helped	Outlined	Related	Targeted
Consulted	Hired	Participated	Reordered	Taught
Contracted	Identified	Problem-solved	Reorganized	Trained
Controlled	Implemented	Oversaw	Researched	Transcribed
Corrected	Improved	Piloted	Resolved	Transformed
Created	Improvised	Performed	Restored	Translated
Decided	Influenced	Prepared	Retrieved	Tutored
Defined	Initiated	Presided	Set up	Uncovered
Delegated	Informed	Presented	Restructured	Updated
Delivered	Inspected	Prevented	Revamped	Upgraded
Demonstrated	Installed	Prioritized	Reviewed	Utilized
Designed	Instructed	Processed	Revised	Verified
Determined	Interpreted	Procured	Revitalized	Wrote
Developed	Interviewed	Persuaded	Salvaged	Yielded
Devised	Introduced	Promoted	Scheduled	Zeal
Diagnosed	Invented	Produced	Scouted	Zested





Many job seekers and professionals are building an online presence through LinkedIn by importing information from a resume, connecting to past and previous colleagues, joining groups, and more!

LinkedIn is the world's largest professional networking with over millions of members and growing rapidly. There are several ways to learn about LinkedIn and how it can help you.

## **LinkedIn Learning Webinars**

To help you get started using your account or to learn more about LinkedIn features and functionalities, we suggest that you listen to a free online presentation or view a pre-recorded session on LinkedIn.

### **INSTRUCTIONS:**

- Sign into LinkedIn
- Go to your Account and Settings
- Locate the "Help Center" and click on "Get Help"
- Type in, "Learning Webinars"
- View and select from the list of offered sessions or simply type in what you need help with

## **LinkedIn / Social Media Workshops through CuyahogaWorks Job & Careers Services**

We also encourage you to review scheduled offerings of LinkedIn for Beginner's, LinkedIn Advanced, and Social Media & Your Career Workshops offered throughout different times of the year at various Cuyahoga County Public Library branches.

- Visit [cuyahogalibrary.org](http://cuyahogalibrary.org) and search services and then select CuyahogaWorks and click on the Workshops link

OR

- Go to [cuyahogaworks.org](http://cuyahogaworks.org) and click on the Workshops link

# How Employers Use Applicant Tracking Systems (ATS)

BY ALISON DOYLE Updated January 30, 2018

Many employers use **applicant tracking systems (ATS)**, also known as talent management systems, to process job applications and to manage the [hiring process](#). They provide an automated way for companies to manage the entire recruiting process, from receiving applications to hiring employees.

The information in the database is used for screening candidates, applicant testing, scheduling interviews, managing the hiring process, checking references, and completing new-hire paperwork.

## How Applicant Tracking Systems Work

When applicants apply for a job online, their contact information, experience, educational background, resume, and [cover letter](#) are uploaded into the database. The information then can be transferred from one component of the system to another as candidates move through the hiring process.

Company recruiters can review the applications, applicants can be sent automated messages letting them know their applications have been received, online tests can be given, [hiring managers](#) can schedule interviews, rejection letters can be mailed, and human resources personnel can use the same information to put individuals on the payroll once they are hired. **These integrated systems streamline the recruiting and application process for employers.**

## Streamlining the Process

Using an **ATS** can help **save both time and money**, according to [CareerMetis.com](#). Information from applicants is uploaded and organized in a database, making it easily accessible and searchable for human resources professionals.

Because the information is collected and organized digitally and automatically, companies do not have to pay for the additional time of sorting and filing paper applications.

Some systems also can save time for [job applicants](#). Many employers use systems that allow job applicants to upload their vital information, work histories, education, and references directly from their profiles on websites like LinkedIn or Indeed.

While job applicants obviously need to cater different resumes and job applications to different positions, being able to bypass the tedious process of retyping this information for every application is a valuable time saver.

## Tracking the Process

Applicant tracking systems allow companies to **track where candidates found the job posting**—on a job board, directly from a company website, through a referral, or from another source. This can be important information that allows employers to focus their recruiting areas on the areas where the data shows they have the most success or find the most desirable candidates while reducing or eliminating efforts in areas that show little success.

## Drawbacks

However beneficial an applicant tracking system can be, there often are drawbacks employers need to consider. A [LinkedIn article](#) notes that systems are designed to look for specific **keywords** and types of backgrounds for advertised positions, meaning good candidates who are switching careers might slip through the cracks of the system and not get noticed.

There also can be **technical issues**. Some systems will eliminate candidates if they can't interpret a scanned resume properly. This can happen if a resume looks slightly different than what the system is programmed to understand or if the resume is more complex than it can interpret. Be mindful of things like **formatting**.

# **Cuyahoga Works, Job & Career Services – Cuyahoga County Public Library**



## **INDIVIDUAL APPOINTMENTS:**

Make an appointment with a **Certified or Licensed Counselor with backgrounds in Career Counseling and other areas, or a Career Coach with extensive experience in workforce develop and job seeking skills training.** Services include: résumé, cover letter, or LinkedIn profile reviews. You can also take career assessments and discuss career planning, develop a successful job search plan and strategy, practice interviewing, discuss salary negotiations, and a host of other aspects of vocation including entrepreneurship.

**\*Call 216.475.2225 to schedule an appointment.**

## **WORKSHOPS:**

Join a Career Counselor for helpful workshops at various branch locations on LinkedIn or Social Media. We offer: LinkedIn for Beginners, LinkedIn for Advanced Users, and Social Media & Your Career. For more information on our current workshops visit our website at [cuyahogaworks.org](http://cuyahogaworks.org) and click on Workshops for a schedule of upcoming times and locations or simply call (216) 475-2225.

## **COPYING AND PASTING YOUR Résumé INTO A JOB APPLICATION:**

1. Open your résumé.
2. Highlight the entire document by holding down the left side of the mouse and dragging it through the entire document.
3. Do not let go until the entire document is highlighted or you will have to start again.
4. Hold down the **“CTRL”** key and the letter **“C”** at the same time, but tap the buttons lightly (this is the command to copy).
5. Minimize your resume by selecting the **“minus”** sign at the top right-hand side.
6. Put the cursor in the box where you want to copy your résumé.
7. Hold down the **“CTRL”** key and the letter **“V”** at the same time, but tap the buttons lightly (this is the command to paste).

## **UPLOADING YOUR Résumé INTO A JOB APPLICATION:**

1. With a flash drive: Select the **“BROWSE”** button. A box will come up and you will select **“Removable Disk”** for flash drive. The files on the flash drive will come up and then select your resume and click **“OPEN”** at the bottom. This action loads the resume into the application.
2. With résumé saved to the desktop: Select the **“BROWSE”** button. A box will come up and you will select **“Desktop”**. Scroll down until you find your document and select it and click **“OPEN”** at the bottom. This action loads the résumé into the application.

**Need to build a résumé? Try a FREE, easy to use program, Got Resume Builder. You must follow these directions for FREE access:**

1. Go to [cuyahogaworks.org](http://cuyahogaworks.org)
2. Click on **SERVICES** link
3. Click on **GOT RESUME BUILDER** link
4. Click on **BUILD MY RESUME FOR FREE** or log in as an existing user if you already have an account.

\*You may also access a more advanced résumé builder program, **Optimal Résumé** on the [cuyahogaworks.org](http://cuyahogaworks.org) site.

**Technology Training Classes:** *\*Note: Registration normally begins 30 days before the class date*

1. Go to [cuyahogalibrary.org](http://cuyahogalibrary.org), under the **“Events”** tab you’ll find the **“Technology Training”** link, search then register.

## **Cuyahoga County Public Library’s Databases:**

1. Go to [cuyahogalibrary.org](http://cuyahogalibrary.org), under the **Research** tab you’ll find the **Resources** link, click on the **Career** tab to access:
  - a. **Learning Express Library**—Practice tests for GED, Health Care Careers, along with skills courses
  - b. **Lynda.com**—business and technology online courses
  - c. **Reference USA**—premier resource for business and consumer research

***\*And a host of other helpful databases.***



To schedule an appointment or to learn more about the services we provide, please contact us:

Call: **216-475-2225** or  
Visit us online: ***cuyahogaworks.org***