

# PROBLEM RESUMES

By Maya Itah and Scott Rice  
Seattle Goodwill

# Chronological

**[First Name]**  
**[Last Name]**

[Address]  
[Phone]  
[Email]  
[LinkedIn Profile]  
[Twitter/Blog/Portfolio]

[If you're ready to write, just select this tip text and start typing to replace it with your own. For best results, don't include space to the right or left of the characters in your selection. Briefly state your career objective, or summarize what makes you stand out. Use language from the job description as keywords.]

## Skills

- [List your strengths relevant for the role you're applying for]
- [List one of your strengths]
- [List one of your strengths]
- [List one of your strengths]

## Experience

[DATES FROM] – [TO]

**[Job Title] / [Company, Location]**

[Describe your responsibilities and achievements in terms of impact and results. Use examples, but keep it short.]

[DATES FROM] – [TO]

**[Job Title] / [Company, Location]**

[Describe your responsibilities and achievements in terms of impact and results. Use examples, but keep it short.]

## Education

[MONTH YEAR]

**[Degree Title] / [School, Location]**

[It's okay to brag about your GPA, awards, and honors. Feel free to summarize your coursework too.]

[MONTH YEAR]

**[Degree Title] / [School, Location]**

[It's okay to brag about your GPA, awards, and honors. Feel free to summarize your coursework too.]

## Activities

[Use this section to highlight your relevant passions, activities, and how you like to give back. It's good to include Leadership and volunteer experiences here. Or show off important extras like publications, certifications, languages and more.]

# Functional

[Street Address], [City, ST ZIP Code]•[phone]•[e-mail]

**[Your Name]**

## Objective

[Describe your career goal or ideal job.]

## Professional Accomplishments

**[Field or Area of Accomplishment]**

- [Job responsibility/achievement]
- [Job responsibility/achievement]
- [Job responsibility/achievement]

**[Field or Area of Accomplishment]**

- [Job responsibility/achievement]
- [Job responsibility/achievement]
- [Job responsibility/achievement]

**[Field or Area of Accomplishment]**

- [Job responsibility/achievement]
- [Job responsibility/achievement]
- [Job responsibility/achievement]

**[Field or Area of Accomplishment]**

- [Job responsibility/achievement]
- [Job responsibility/achievement]
- [Job responsibility/achievement]

## Employment History

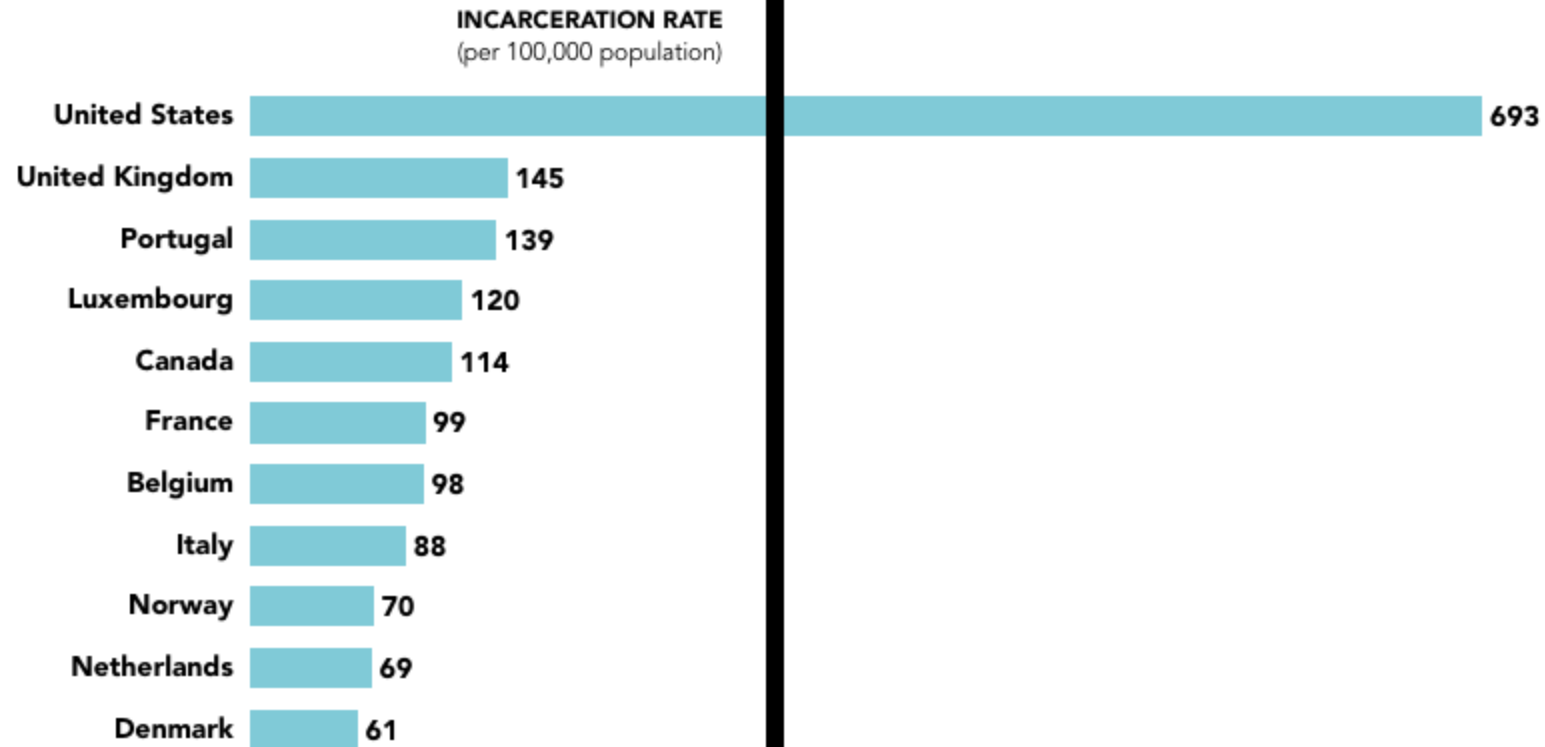
[Dates of employment]	[Job title]	[Company Name], [City, ST]
[Dates of employment]	[Job title]	[Company Name], [City, ST]
[Dates of employment]	[Job title]	[Company Name], [City, ST]
[Dates of employment]	[Job title]	[Company Name], [City, ST]

## Education

[Date of graduation]	[Degree]	[School Name], [City, ST]
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## INCARCERATION RATES

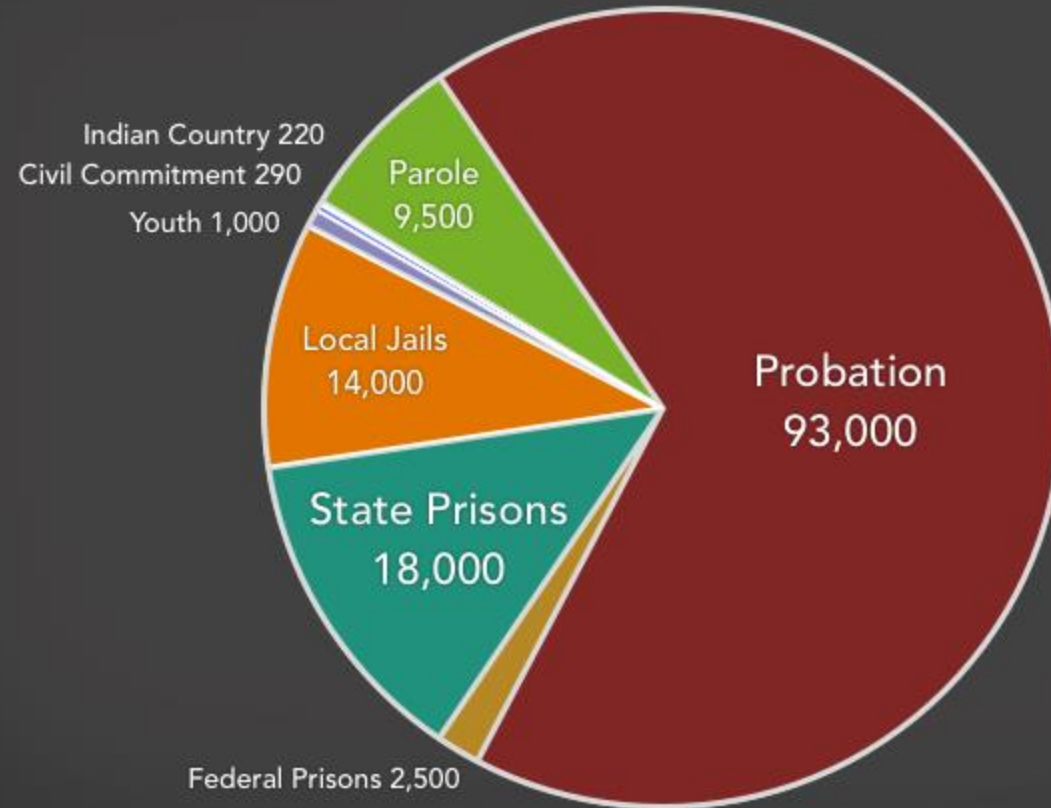
AMONG FOUNDING NATO MEMBERS



Source: <http://www.prisonpolicy.org/global/2016.html>

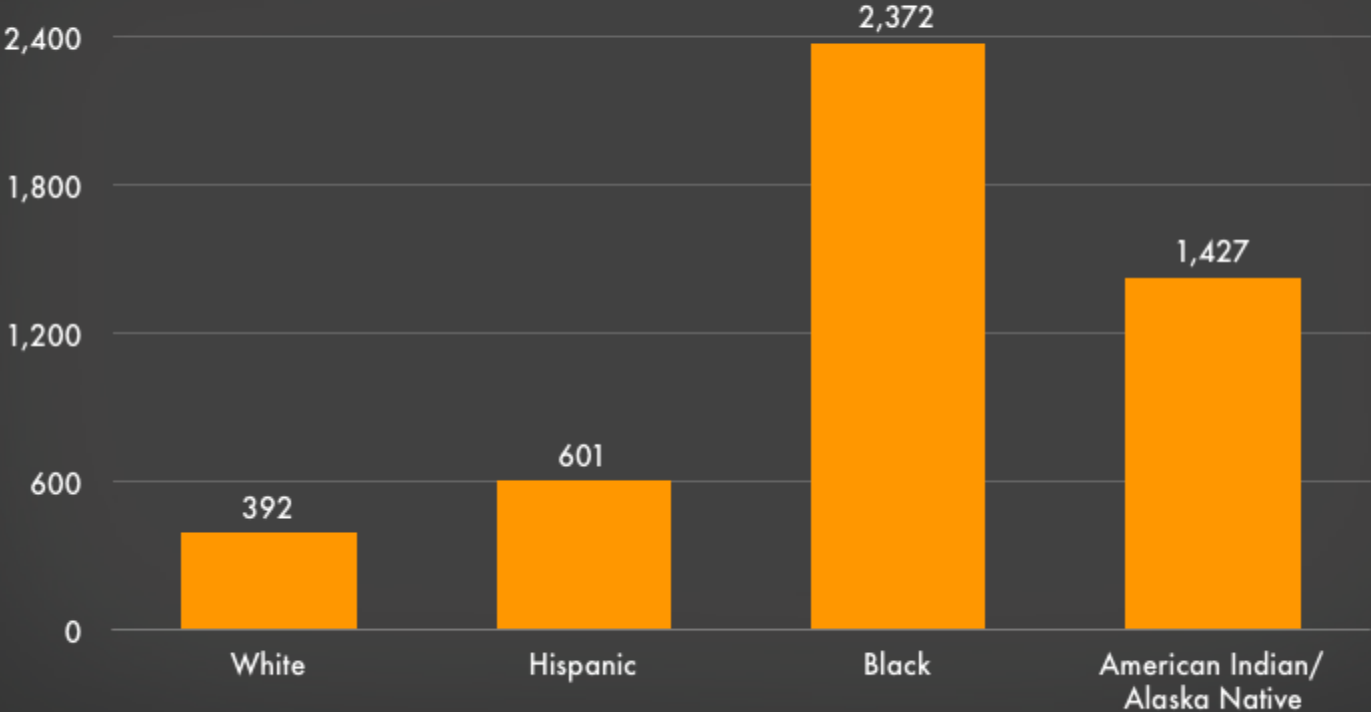
## How many people are in Washington's criminal justice system?

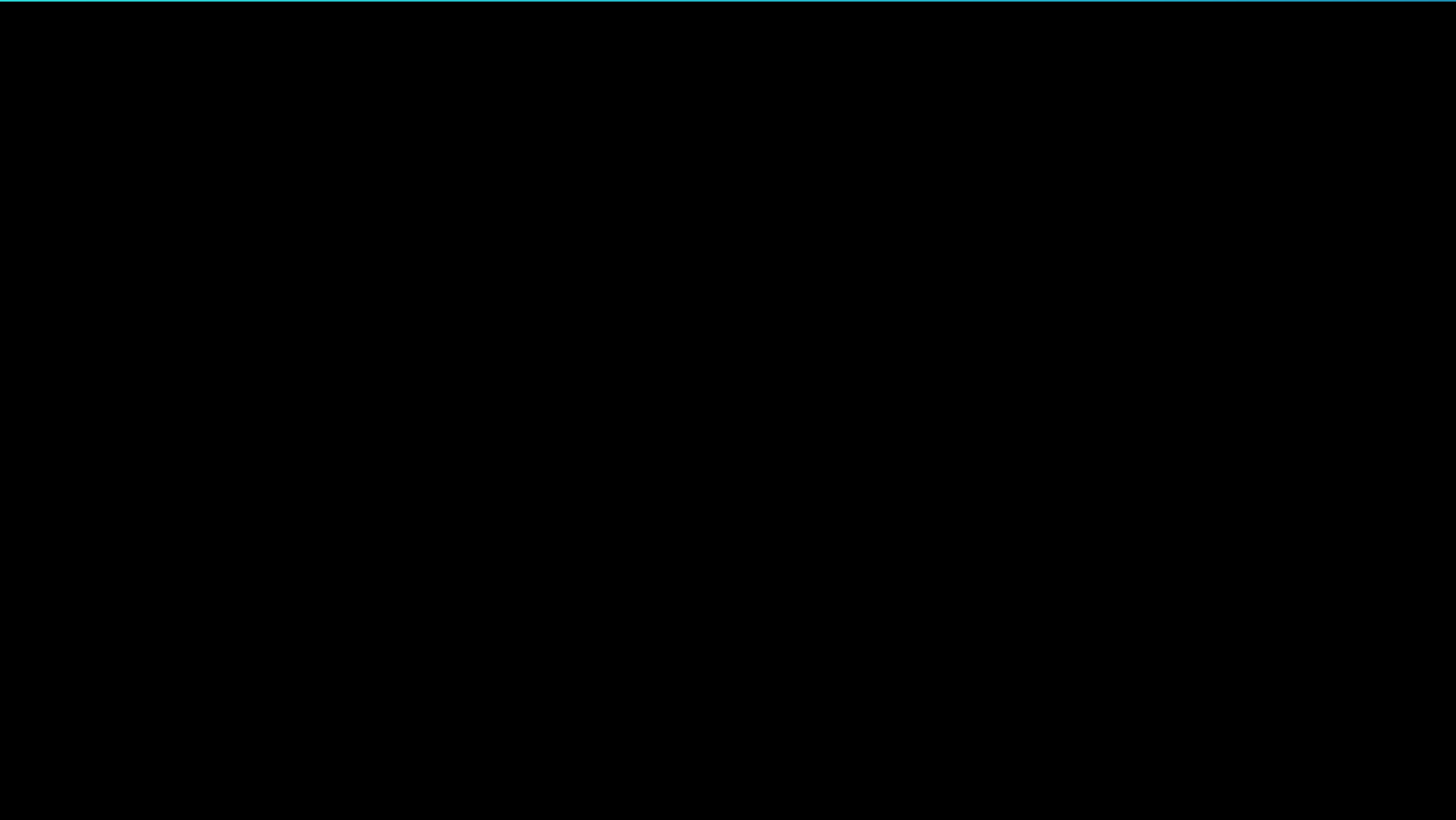
139,000 are behind bars or under criminal justice supervision.



# WASHINGTON INCARCERATION RATES BY RACE/ETHNICITY, 2010

(Number of people incarcerated per 100,000 people in that racial/ethnic group)







# Re-Entry: Helping Formerly Incarcerated Applicants Have the Best Shot

- “Employment prospects for applicants with criminal records improved when applicants had an opportunity to interact with the hiring manager, particularly when these interactions elicited sympathetic responses from the manager. Although individual characteristics of employers were significant, the researchers concluded that personal interaction between the applicant and prospective employer was in itself a key factor in a successful hiring.”
  - Source: National Institute of Justice

# JOHN DOE

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## SKILLS SUMMARY

- Organizing complex projects, defining project priorities, and delegating tasks
- Communicating effectively both verbally and in writing
- Completing tasks accurately and with strong attention to detail
- Excelling in a team environment

## EXPERIENCE

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### Assembly Worker, Monroe Correctional Complex

2013 – 2015

- Rebuilt semi-trucks, many of which had been in serious traffic accidents
- Stripped and re-installed semi-truck parts and equipment to specifications
- Sanded and glazed body work, painted trucks, and removed and reinstalled worn semi-truck parts
- Fabricated interiors and exteriors of semi-trucks using sledgehammers, huck guns, impact guns, welding tools, and sanding tools

### Delivery Driver and Warehouse Clerk, Tire World

2010 – 2011

- Pulled tire orders and delivered them throughout Washington
- Loaded and unloaded trucks and stocked shelves with tires
- Maintained cleanliness and safety of warehouse area

### Truck Driver, Truck Land

2005 – 2009

- Loaded and unloaded freight
- Transported and delivered merchandise throughout the 48 contiguous states
- Regularly inspected vehicles and maintained daily log of driving hours for safety purposes
- Maintained condition of cargo being transported inside trailers

### Laborer and Landscaper, Landscape Planet

2000 – 2003

- Cut and planted lawns using gardening tools such as lawnmowers, hedgers, and weed eaters
- Trimmed and pruned palm trees using handsaws, chainsaws, and serrated knives
- Maintained and irrigated complex sprinkler systems



# Re-Entry Resume: Weak Points

- Lack of objective
- Resume not targeted to a specific job
- Inclusion of correctional facility's name
- Chronological resume format
- No education section

# Re-Entry Resume: Tips

- Help the client use the objective to market themselves succinctly
- Target the skills listed to a specific job
- Use the name of the state instead of the name of the facility
- Use a functional resume format
- Highlight education obtained before, during, or after incarceration



# Workers from Abroad: Leveraging Credentials & Experience

The screenshot shows the WES website homepage. At the top, there is a navigation bar with links for "About WES", "Sign In", "Apply Now", "English", and "WES United States". Below this is a green header with the WES logo and "WORLD EDUCATION SERVICES" text, along with navigation links for "Credential Evaluation", "Tools & Advice", "Help Center", and "Institutions". The main content area features a large image of a man wearing headphones and looking at a laptop. On the left side of this image, there are two buttons: "Sign In" for returning applicants and "Get Started" for new applicants. Below the image, a dark blue banner contains the text: "For over 40 years, WES has empowered international students and professionals to reach their goals through our trusted credential evaluations and advice." At the bottom, there is a white section with the text "Use Our Free Tools" and a green button labeled "Have a Question?". Below the button is a search bar with the placeholder text "Search here for automated assis...".

About WES Sign In Apply Now English WES United States

WES  
WORLD EDUCATION SERVICES

Credential Evaluation Tools & Advice Help Center Institutions

Returning Applicants

Sign In

New Applicants

Get Started

For over 40 years, WES has empowered international students and professionals to reach their goals through our trusted credential evaluations and advice.

Use Our Free Tools

Have a Question?

Search here for automated assis...



Valentina Tereshkova

206.555.5555

### Objective

I am a hard working team player who is diligent and detailed-oriented. I am a fast learner always seeking new and better ways to make my work position as effective as possible.

### Experience

#### Flight Engineer Consultant Test Pilot

9/2002 – 6/2016 Irkut Corporation, Moscow, Russia

Reviewed flight data, review design and engineering, created maintenance check protocols, conducted test flights, developed orientation and provided training for new test pilots

#### Fighter Pilot

6/1996 - 5/2002 Russian Airforce, Kubinka Air Base, Kubinka, Russian  
Sukhoi Su-27, various missions

#### Cosmonaut

12/1991 – 12/1995

Russian National Space Agency

Vostochny Cosmodrome, Amur Oblast, Russia

Multiple space flights including 2 stints aboard Mir Space Station

### Education

9/1984-5/1989 Yakutsk University, Yakutsk, Russia

M.A. Chemical Biology

References are available on request.

# Worker from Abroad Resume: Tips

- Obtain a free degree equivalency from World Education Services
- Situate experience and credentials in the context of the target job
- Identify skills that transfer to related and non-related jobs
- Be concise, U.S. resumes are short
- Don't include personal information or photos
- Maintain a master resume or CV
- Develop both chronological and functional resumes



# Worker from Abroad Resume: Other Tips

- Consider getting a fallback job
- Find volunteer opportunities
- Research U.S. educational opportunities that will enhance credentials
  - Certificates, A.A. degrees, B.A. degrees, and graduate school
  - Puget Sound Welcome Back Center at Highline College
  - Welcome Back Center at Edmonds Community College

# Career Switchers: Translating Skills

## Typical Annual Salaries

These are the typical annual salaries for various professions in this location.

Occupational Area	Typical Annual Salary
Management	\$111,530
Business & Financial Operations	\$71,771
Computer & Mathematical	\$104,632
Architecture & Engineering	\$90,897
Life, Physical, & Social Science	\$65,785
Community & Social Service	\$47,683
Legal	\$81,488
Education, Training, & Library	\$50,061
Arts, Design, Entertainment, Sports, & Media	\$50,779
Healthcare Practitioners & Technical	\$76,988
Healthcare Support	\$34,225
Protective Service	\$50,738
Food Preparation & Serving Related	\$25,010
Building & Grounds Cleaning & Maintenance	\$30,156
Personal Care & Service	\$27,255
Sales & Related	\$31,765
Office & Administrative Support	\$39,022
Farming, Fishing, & Forestry	\$29,131
Construction & Extraction	\$54,530
Installation, Maintenance, & Repair	\$50,738
Production	\$39,873
Transportation & Material Moving	\$36,183

# JANE DOE

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## OBJECTIVE

Personable and detail-oriented customer service professional seeking a medical receptionist position that will maximize 3 years of experience in a fast-paced environment. A quick learner and self-starter eager to make every patient in your office feel welcome.

## EXPERIENCE

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### Shift Supervisor, Coffee Zone

March 2017 – Present

- Assist the Store Manager in executing store operations
- Deploy partners and delegate tasks
- Keep store operating to Coffee Zone standards and set a positive example for the team
- Anticipate customer and store needs through careful observation
- Assist and train new team members
- Provide feedback about performance during the shift
- Organize opening and closing duties as assigned
- Assume responsibility for cash handling, safety, and security during each shift

### Barista, Coffee Zone

May 2015 – February 2017

- Maintained café cleanliness at all times
- Prepared and served drinks and food in accordance with health codes and café standards
- Performed all support tasks such as cleaning cases, sanitizing equipment, and restocking display cases
- Worked on registers daily to authorize returns, process exchanges, and audit receipts

## EDUCATION

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### High School Diploma, Liberty High School: Seattle, WA

May 2016

- Honor Roll, 2015-2016
- Completed 70 community service hours at Bailey-Boushay House (Virginia Mason)



# Career Switcher Resume: Weak Points

- Too many irrelevant skills listed
- Lack of language related to client's desired industry
- Not enough space devoted to relevant volunteer activities, hobbies
- Could use a combination resume format (mix of chronological and functional elements)

# Career Switcher Resume: Tips

- Create a skills section under the objective
- Create a section for volunteer experience and place it before work experience
- Speak about skills and experience using desired industry language
  - Example: “Strictly followed and enforced WA State Department of Health Food Safety Rules and Regulations”
  - Example: “Provided Store Manager with administrative support to ensure seamless store operation”
- Remove irrelevant experience (e.g. food preparation, cleaning)



# Job Hoppers: Creating a Solid Narrative



## Derrick Burns

1313 Mockingbird Lane  
555-555-5555 \* derrick@burns.me

**Objective:** To obtain a position as an administrative assistant or office manager and help shape and stabilize a company's operations.

### Qualifications:

- Strong communications and problem-solving abilities
- 5+ years of experience in support, coordination, and scheduling for busy companies
- Proficient in common web-based office applications

### Administrative and Office Manager Experience

#### Office Manager

ABC Company, February 17, 2018-Present

- Oversee onboarding for new employees, including welcome lunch, training, and introduction to staff benefits.
- Supervise administrative assistants, order supplies, and coordinate all in-office meetings and staff training sessions.

#### Office Manager

XYZ Company, May 20, 2017 – January 4, 2018 (XYZ Company went out of business)

- Organized monthly town hall meetings, including ordering food, coordinating guests and speakers, and ensuring that A/V equipment was functional.
- Entered monthly payroll; established system for contractors to submit timesheets.
- Designed and wrote staff newsletter, which was sent out weekly.

#### Temp Administrative Assistant

ACME Temporary Agency, February 1, 2017 – May 2, 2017

- Worked with various temp agencies to fill in as an administrative assistant. Had several long-term placements, including as a maternity leave fill-in. [Quickly](#) adapted to office systems, making improvements as necessary.

#### Administrative Assistant

Smith Company, December 15, 2015 - January 21, 2017

- Answered phones at reception desk in lobby; oversaw the meeting room schedule.
- Primary customer-facing representative, responsible for resolving or escalating problems and concerns.

### Other Experience

#### Seasonal salesperson

XYZ Clothing Store, October 19, 2013 – January 1, 2014

Assisted customers; worked at the cash register and helped with inventory and stocking new merchandise.

### Professional Development and Training

The Dynamics of Teamwork, Seattle Goodwill JTE, August 14, 2017

Introduction to Leadership, Seattle Goodwill JTE, July 28, 2017

Spreadsheets: Presenting and Analyzing Data, Seattle Public Library, June 1, 2017

Communicating in the Workplace, [WorkSource](#) Office, May 25, 2017

### Education

Boston University, B.A. in English and American literature.

# Job Hopper Resume: Tips

- Use functional or hybrid resume
- Define yourself in a strong summary statement
- Focus on total years of experience
- Create a coherent story among jobs hops
- Make past contributions clear and demonstrate your worth to employers



# Job Hopper Resume: Other Tips

- Use dates wisely (leave off months, avoid putting them in prominent locations)
- Don't include every job, and look for opportunities to combine jobs
- Explicitly state that you are looking for long-term employment and make it clear when hopping was involuntary
- Networking, personal branding, and a powerful cover letter can outweigh the resume

# No Work Experience: Getting Creative





# No Work Experience Resume: Tips

- Emphasize and write in detail about education
- Emphasize and write in detail about work experience
- Young people should emphasize any extracurricular activities in which they're engaged
- Bilingual people should emphasize language skills
- If someone has little to no education or volunteer experience, create a 100% functional resume
- Make sure the resume is extremely polished and well-organized

# JOSH DOE

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Seattle, WA ▪ 206-602-2206 ▪ josh.doe@gmail.com

## OBJECTIVE

Resourceful self-starter and animal-lover seeking a position that will leverage 10+ years of pet care experience.

## SKILLS

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### Animal Care

- 10+ years of experience raising dogs, cats, and fish
- Successfully trained 3 dogs to sit, shake, roll over, fetch, walk off-leash, and interact positively with humans and other pets
- Walked 3 dogs twice a day, resolved any conflicts resulting from the dogs' behavior, and provided follow-up training to ensure good behavior in the future
- Identified signs of illness in dogs and cats, transported them to a veterinarian when necessary, and provided post-visit care
- Provided care to diabetic cat, carefully following the instructions of a veterinarian and conducting additional research when necessary

### Driving

- Clean driving record
- Taught 3 people how to drive defensively and helped them obtain Washington State driver's licenses
- Performed basic car repairs, such as replacing drive belts, replacing battery, replacing brake pads, and fixing exterior coolant leaks

### Sanitation

- Collaborated with 4 people to create an efficient cleaning routine for a 3-bedroom home
- Researched and implemented environmentally friendly cleaning practices
- Safely handled general cleaning chemicals and equipment
- Maintained a high precaution level while cleaning expensive items and furniture
- Collected and disposed of trash and other refuse in proper receptacles

## EDUCATION

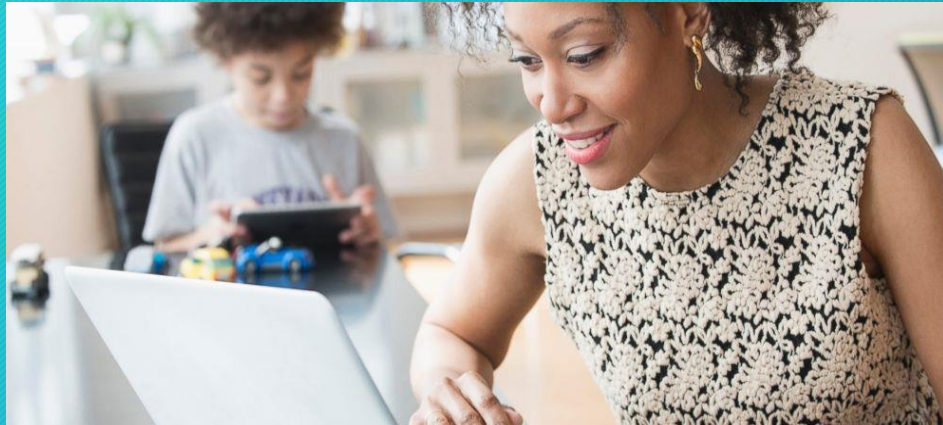
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**Liberty High School: Seattle, WA**

**May 2016**

- Spanish, Level 1 and Level 2
- Automotive technology

# Returning Parents: Emphasizing Experience





# Returning Parent Resume: Tips

- Be upfront about employment gap and focus on experience, maturity
- Do not list childcare activities on your resume, or give a cute title like “Domestic Engineer”
- Translate domestic skills into work skills
- Consider a chronological resume with a robust summary or a hybrid resume
- List part-time work or volunteer roles in the chronology
- Use dates wisely (leave off months)

# Returning Parent Resume: Other Tips

- Don't rely solely on your resume
- Pursue temporary positions, projects, continuing education, professional development, and job training opportunities while searching
- Be honest, be patient, and emphasize the positive



Q&A