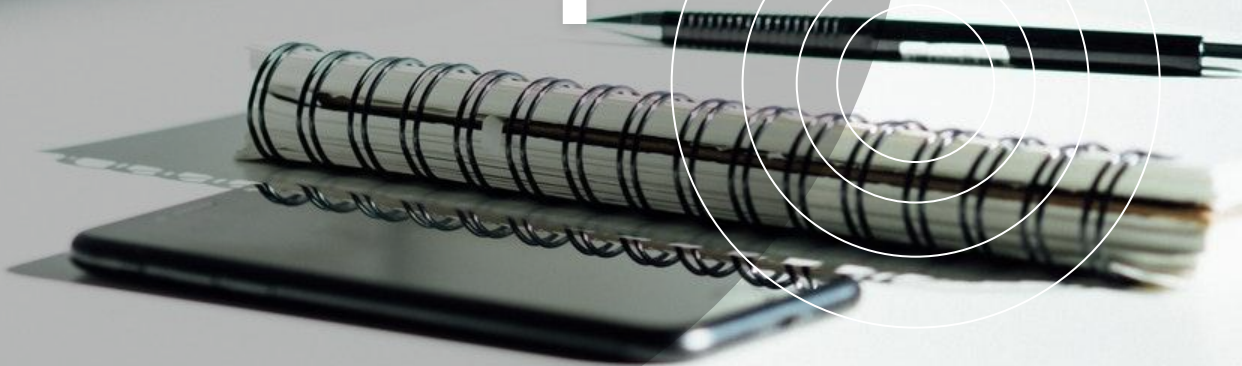


Resume Workshop



Agenda

- Importance of a strong resume and cover letter
- Walking through an example and critiquing a resume
- Checklist of what a good resume should include
- Common problems with resumes
- How organizations filter resumes and Applicant Tracking Systems
- Things to keep in mind
- Impact
- Question and Answer with Panel



Importance of a strong resume and cover letter

- First impression for the recruiter
- Can be a the difference between being screened out and landing an interview
- Highlights key skills which make you an ideal candidate
- Employers use resumes to get a deeper understanding of candidate skills, strengths and experience (indeed.com)



Strong Structured Resume

First Name Last Name

Vaughan, Ontario

Email address

Phone Number

Skills that make you qualified for the position should be clearly identifiable

SKILLS/QUALIFICATIONS:

- Knowledge of Employment Legislation, Acts and Regulations
- Knowledge of various aspects of Human Resources Operations
- Extensive experience in Employee and Labour Relations in complex multi-union, multi-stakeholder environments
- Ability to manage independently in a complex organization with competing priorities
- Excellent customer service and relationship building skills
- Proficient in the use of MS Office (Extensive knowledge of MS Excel and MS PowerPoint) and HRIS
- Excellent planning and organizational skills with the ability to work within time constraints

EDUCATION:

Management Certificate	University of Toronto (<u>Rotman</u> School of Business)
Masters of Human Resources Management	York University
Bachelor of Human Resources Management	York University

Academic qualifications should be concisely listed and in chronological order – make sure to include any other relevant training and education

WORK EXPERIENCE:

October 2015 – Current
Human Resources Director (Toronto Western Hospital)

University Health Network

- Lead the Toronto Western Hospital Human Resources team to support all client groups at Toronto Western Hospital
- Coach and mentor direct reports to provide expert advice to assigned client group and create a highly respected Human Resources team
- Provide strategic Human Resources advice to all levels of management and partner with leaders to achieve key strategic objectives
- Conduct annual needs analysis to design and deliver relevant education to leadership team and front line staff related to improving workplace culture and enhancing leadership capabilities
- Lead the annual performance management of leadership team and lead the Toronto Western Hospital Management Performance Calibration Process

August 2014 – October 2015
Human Resources Manager

University Health Network

- Provide expert human resources advice to assigned client group on all employee and labour relations matters
- Lead complex employee relations related investigations and provide appropriate recommendations to assigned client group
- Lead complaints related to workplace diversity and work with assigned client group to create a more inclusive work environment for all
- Participate on negotiating team for various collective agreements as required
- Partner with assigned client group to achieve departmental goals and organizational objectives

List all job experience. Most relevant job experience should have more bullet point details

- Deliver education to all levels of employees to improve workplace culture, how to manage in a unionized environment and on various other human resources related topics
- Act as a resource and mentor to junior team members
- Manage the grievance procedure for all grievances in assigned client group

June 2012 – August 2014
Senior Human Resources Advisor

University Health Network

- Provide support to assigned client areas on Human Resources Policies and Procedures, interpretation of the Collective Agreements, Employee and Labour Relations, Human Rights, Recruitment, Compensation, and Health and safety
- Provide advice to all levels of management including senior managers and directors
- Manage the grievance procedure from Step 2 to Arbitration
- Draft and propose minutes of settlement and memorandums of agreement to resolve grievances where possible
- Represent the Employee Relations department on corporate initiatives and committees
- Lead restructuring and reorganization for assigned areas
- Manage elimination of positions, layoff and redeployment of unionize and non-unionized staff
- Investigate complex and sensitive cases involving all levels of employees
- Provide advice to assigned areas on performance and disciplinary matters
- Participate and provide support and guidance through the interview and onboarding process
- Member of the job evaluation and compensation committee
- Act as a strategic partner to assigned client area and work to identify staffing needs, training needs and address the client's Human Resources issues proactively
- Establish effective working relationships with union representatives
- Provide training related to the Grievance Procedure, Performance Management and the University Health Network's Code of Conduct.

April 2011 – June 2012
Human Resources Consultant

City of Toronto

- Provided employee and labour relations support to assigned client area
- Provided consultation and resolution services to all levels of management and to employees
- Executed contracting out initiatives and deal with all related staffing issues
- Conducted thorough and effective grievance investigations by conducting interviews and gathering of relevant documentation
- Investigated allegations of infringements of various acts and codes
- Conducted grievance meetings and attend arbitration and mediation hearings
- Proposed settlement agreements to resolve grievances where possible
- Drafted disciplinary notations for client group and attend disciplinary meetings
- Advised assigned client group on attendance management and performance management issues
- Represented the Employee & labour Relations unit on corporate initiatives and committees
- Developed and delivered training for effective labour relations to client groups as needed.

Volunteer information?

Don't forget - Volunteer Experience or unpaid work can be just as powerful. Include it as part of your work experience

Critiquing a Resume

HIGHLIGHTS OF QUALIFICATIONS

- BSc. in Nutrition and Public Health, and MSc. in Nutritional Science.
- Over 4 years healthcare research experience, and 2 years of clinical research.
- Possess knowledge of regulations and policies governing clinical research (e.g. Tri-council Policy Statement, ICH Guidelines, and Good Clinical Practice).
- Advanced proficiency in computer and presentation skills.
- Excellent in communication, time management, organizational, interpersonal, and problem-solving skills.
- +2 years' experience with coordinating clinical research project, REB application, recruitment and scheduling.
- And, +4 years' experience with presentations, data collection, reports, study protocol implementation and statistical analysis.

RELEVANT EXPERIENCE AND ACCOMPLISHMENTS

Applied Clinical Research Knowledge and Skills:

- Coordinated 1 clinical metabolic trial (for my graduate thesis) at SickKids.
- Submitted 2 research ethics board applications, consented +150 participants, followed study protocol for 3 research studies, administered questionnaires, and collected anthropometrics for +150 participants.

Communication (interpersonal, verbal, written) Skills:

- Successfully supervise 91 local chapters of Ahmadiyya Muslim Women's Association of Canada (AMWA).
- Presented 3 research posters, 2 oral presentations, and defended graduate and undergraduate thesis.
- Co-authored content for 7 peer-reviewed research articles in academic journals.

Analytical and Problem-Solving Skills:

- Demonstrated ability to work independently yet collaboratively within a team, self-direction, and attention to detail, since I coordinated a clinical trial troubleshooting numerous challenges. Moreover, I presented a SAS code-related query to my supervisor after a thorough and independent critical analysis.
- Managed data for 4 research studies (entry, cleaning, and graphing), utilized MS Office (Word, Excel, Outlook, PowerPoint etc.), and ran statistical analysis for 2 studies.

Organizational and Time Management Skills:

- Manage academic affairs department with information of more than 2000 student members for AMWA.
- With careful planning, organization of tasks and great dedication I was able to accomplish MSc. degree within 1.7 years and completed the clinical research project in the best possible timeframe, although there were some major experimental setbacks during the conduct of the research study.

EMPLOYMENT HISTORY

Imaging Specialist – Iron Mountain, Concord, ON, 2019-2020

- Prepare documents for electronic records, scan, tag and perform data entry.

Graduate Trainee – The Hospital for Sick Children, Toronto, ON, 2017-2018

- Tasks accomplished: Coordinated a clinical study, experienced with REB application and amendment of documents, recruited consented, scheduled visits, implemented research protocol, drafted manuscript, ran statistical analysis, presented at conferences, calculated and prepared individualized experimental diets.
- Collected breath sample and analyzed samples over mass spectrometer.
- Co-authored 1 peer-reviewed scientific article.

Research Assistant– Zayed University, Abu Dhabi, United Arab Emirates, 2013-2016

- Assisted with 2 cross-sectional studies, literature searches, and co-authored 6 peer-reviewed articles.
- Worked as Journal Manager for the Arab Journal of Nutrition and Exercise by Zayed University.

VOLUNTEER HISTORY

Research Volunteer – St. Michael's Hospital, Toronto, ON, 2016-2016

- Independently conducted a systematic review and meta-analysis of clinical studies on Honey.
- Tasks accomplished: literature searches, data extraction, entry, cleaning, imputation, statistical analysis (STATA), research-poster submissions and drafting manuscript.

National Secretary for Student Affairs– AMWA, Canada, ON, 2018-Current

- Supervised 91 local chapters and produced monthly implementation report.
- Managed databases for more than 1500 members.
- Planned, executed and organized +10 Canada-wide educational and recreational events/ workshops.

EDUCATION

MSc. in Nutritional Science

University of Toronto, Toronto, ON: 2016 – 2018

BSc. in Nutrition and Public Health

Zayed University, Abu Dhabi, U.A.E. 2012 – 2016

REFERECES

Available upon request

Cover letter example

Dear Hiring Manager,

Re: **Insert role**

It is with great interest that I enclose my resume for the (insert role) at (insert name of organization). I believe that this position will provide an excellent opportunity for me to apply the skills, knowledge and experience I have gained through progressively responsible roles in the Human Resources field.

I am the ideal candidate for this position as I have demonstrated my ability to be an excellent communicator, strong team player, problem solver and exceptional Human Resources Practitioner. I have strong interpersonal skills and the ability to build excellent relationships with client groups.

In my current role as the Director of Human Resources for the Toronto Western Hospital, University Health Network, I provide expert advice to all level of employees and leadership teams on various human resources matters, including partnering with all client groups in the hospital to further their strategic objectives. In the past three years I have worked closely with the Toronto Western Hospital Senior Leadership team to create a leadership succession management plan, improve the relationship between leaders and union officials, creating a high functioning Human Resources team, and on various initiatives targeted towards enhancing the organization culture and driving employee engagement. I have also worked with various departments on large scale restructuring projects and workforce planning.

My educational credentials include a Masters in Human Resources Management and the Executive Leadership Program from University of Toronto's Rotman School of Business.

I am a highly motivated individual and I am confident that I have the dedication and zeal that is required to be successful in this position. I look forward to being in contact with you in the near future to further discuss my qualifications.

Thank you for your consideration.

Sincerely,

Insert your name

Encls.



Mangla

Clearly outline which role you are interested in and why you are qualified for it



Mangla

Insert employment background



Mangla

Insert qualifications



Mangla

Impactful closing paragraph

Resume Checklist

✓ **FORMAT IS VISUALLY APPEALING**

✓ **YOUR SKILLS STANDOUT**

✓ **ONLY RELEVANT INFO IS INCLUDED**

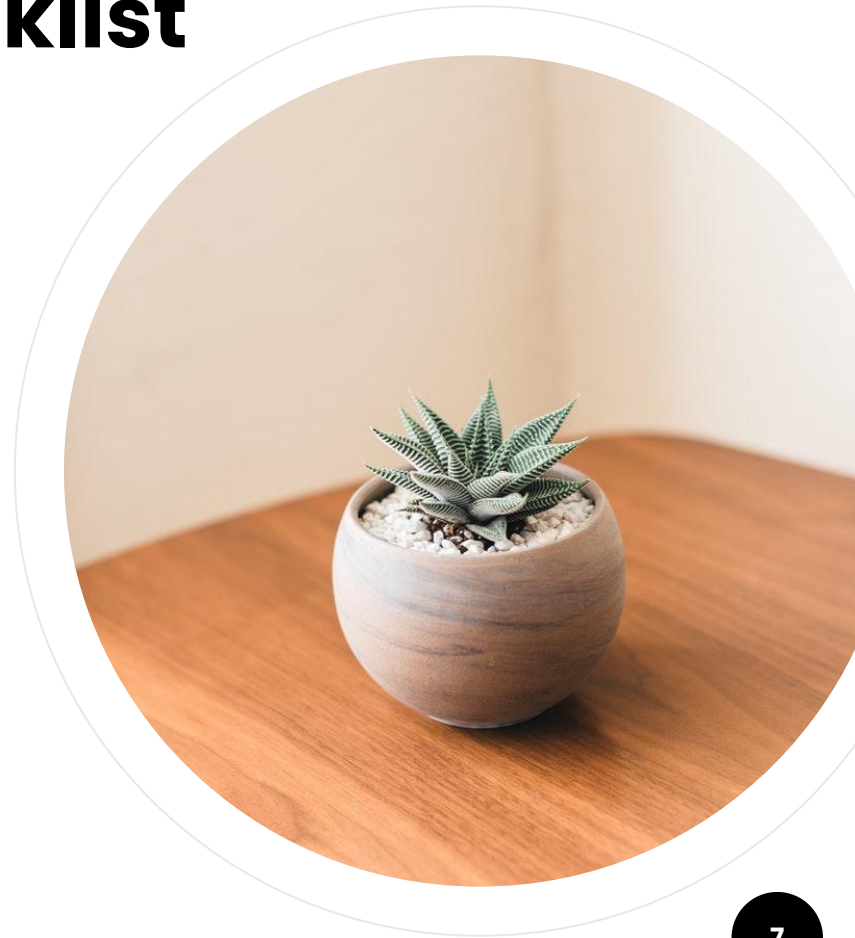
✓ **WORK ACHIEVEMENTS ARE LISTED**

✓ **CORRECT USE OF PRESENT AND PAST TENSE**

✓ **CONSISTENT WITH PROFESSIONAL PROFILES**

✓ **TAILORED TO THE POSITION**

✓ **1-2 PAGES IN LENGTH**



Common mistakes with resumes and cover letters

- Overly detailed and lengthy
- They have grammatical and spelling mistakes
- They do not align with the role that is being applied for
- They fail to have sufficient details
- They are not in chronological order and there are large gaps between positions or education
- They do not highlight relevant courses or experience



Job Description

Job Overview

Here at [REDACTED] we are one of the leaders in our field. We're proud of our [REDACTED]. We're now hiring a Systems Analyst to join our existing top-notch team. If you're dedicated and ambitious, [REDACTED] is an ideal company for you. This is the opportunity you've been looking for.

Responsibilities for Systems Analyst

- Deploy, maintain, and troubleshoot core business applications, including application servers, associated hardware, endpoints, and databases
- Meet and coordinate with internal and external stakeholders to establish project scope, system goals, and requirements
- Develop, analyze, prioritize, and organize requirement specifications, data mapping, diagrams, and flowcharts for developers and testers to follow
- Translate highly technical specifications into clear non-technical requirements
- Manage the set-up and configuration of systems
- Define and coordinate the execution of testing procedures, and develop test cases to serve the overall quality assurance process
- Provide documentation of all processes and training as needed
- Develop and implement maintenance procedures, monitor systems health, gather system statistics, and troubleshoot reported errors and alarms
- Perform design, implementation, and upgrades of information systems to meet the business and user needs
- Implement best practices for scalability, supportability, ease of maintenance, and system performance

Qualifications for Systems Analyst

- Bachelor's degree in computer science or information technology, or equivalent experience
- 4-6 years experience working with information technologies and systems analysis
- Strong computer, hardware, software, and analytical skills
- Proven ability to assess business needs and translate them into relevant solutions
- Strong understanding and knowledge of the principles and practices associated with database maintenance and administration
- Experience installing, configuring, documenting, testing, training, and implementing new applications and systems
- Working knowledge of a wide variety of programming languages
- Excellent analytical skills

Candidate 1:

Applied for a Systems Analyst role

Address

(xxx) xxx-xxxx

email@eamil.com

QUALIFICATIONS SUMMARY

Looking to obtain a position as a software engineer and apply my many years of experience and skills.

SELECTED ACCOMPLISHMENTS

- Turning difficult complexities into smaller, cohesive summations and presentations.
- Outstanding presentational and communicational methods
- Collaborates well within a team and builds high performing teams.
- Great time manager

PROFESSIONAL EXPERIENCE

COMPANY NAME. XXXX – Present

CITY, STATE

Analyst

- ✓ Utilizing developing front-end with client side validating, middle-tier development, and back end managing. Discussing requirements with clients.
- ✓ Working towards defining technical issues and workflow solutions with clients and other teams.
- ✓ Estimating then providing time for tasks, schedules, and final delivered items.
- ✓ Progression monitoring against projections and reporting to managers and others.

COMPANY NAME. XXXX – Present

CITY, STATE

Software Developer

- ✓ Able to do complex program adaptations by taking specification and or requirements and translating into practical coding.
- ✓ Utilization of acquired more in-depth knowledge of business in support of applications design.
- ✓ Coding recognition, processing and or standardizing inefficiencies and making suggestions for improvement, if applicable.
- ✓ Proactively providing doc input noting program changes.

Education:

York University
Bachelor's Degree

Programming:

JQuery, Java, JavaScript, TSQL, C, C++, C#, Objective-C, VB Script, Perl, PHP, Python, Unix Shell Scripting

Database:

SQL Server 2000, 2002, 2006, 2011, and Oracle 10g/11g

Networks:

REST

Software:

Win Form – WPF (.net), WCF

Candidate 2:

Applied for a Systems Analyst role



SUMMARY STATEMENT

Experienced systems analyst with a history in all different areas of information technology. Master of computer science and operation from over a decade of working with and on computers. Developed communication, cooperation and leadership skills from an IT support career. Knowledge of setting up a network and experience in performing maintenance on a regular basis. Extensive familiarity with raw and processed numbers and analytical experience.

CORE QUALIFICATIONS

- Operation system software
- Product development
- Troubleshooting
- Programming languages: Java, Python, C, C++
- Data review
- Problem-solving
- Teamwork
- Time management

EDUCATION

San Jose State University - San Jose, CA | Master of Science
Informatics

San Jose State University - San Jose, CA | Bachelor of Science
Computer Science
• Minor: Mathematics

WORK EXPERIENCE

IT SYSTEMS ANALYST | 01/2015 to Current
ACL Digital - San Jose, CA

- Review IT network information to gain insight into areas of potential improvement.
- Compile a report on a weekly basis and present them to the board of administrators at the end of each month.
- Make suggestions to improve efficiency and profits, while minimizing processing and power requirements.
- Improve efficiency and performance of IT networks by 10% and 18%, respectively.
- Perform system analysis, documentation, testing, implementation and user support for platform transitions.

DATABASE ADMINISTRATOR | 01/2010 to 01/2015
Dice - San Jose, CA

- Performed initial setup of more than 15 different networking systems.
- Identified issues with existing systems and performed repairs to improve operations.
- Executed maintenance responsibilities on a daily basis, keeping a close eye on output levels.
- Oversaw all troubleshooting and lead other IT employees through processes.
- Tested programs and databases to identify issues and make necessary modifications.

Filtering Resumes & Applicant Tracking Systems

- Large organizations have systems in place to filter resumes
- Key word searches allow recruiters to weed out resumes that do not meet the skills
- Thousands of resumes come in weekly into these systems
- Even when there is no system, a recruiter may have a skills checklist they are looking for to short list candidates



Example of an ATS

Role: Senior Recruiter



25 items

Overview Contact Resume

☐	Job Application	Step / Disposition	Awaiting Me	Total Years Experience	All Job Titles
	Applicant Name			9	↑ Sort Ascending ↓ Sort Descending Filter Condition * contains Value * Filter
	Applicant Name			3	Planning
	Applicant Name			32	atient Care Assistant PCA Psychologist Talent Acquisition Intern
	Applicant Name			0	
	Applicant Name			15	Employment Programs Director Employment Program Team Lead Employment Resource Consultant Executive Director/Head of er
	Applicant Name			21	er Recruitment Consultant Senior Recruitment Consultant Senior Technical Recruiter
	Applicant Name			16	HR Consultant Senior Recruitment Consultant, Talent Aquisition Sr Recruitment Partner, Talent Aquisition Technical Search and
	Applicant Name			21	IT Recruiter/Account Manager Lead Technical Recruiter Recruitment Consultant Recruitment Consultant Recruitment Manager Senior Consultant Senior Recruitment Consultant Senior Recruitment Partner Sr Technical Recruiter

Example of an ATS

Role: Senior Recruiter

Filtering: Recruiter Experience



☒ All Job Titles contains Recruiter [Save](#)

Saved Filters

5 of 25 items

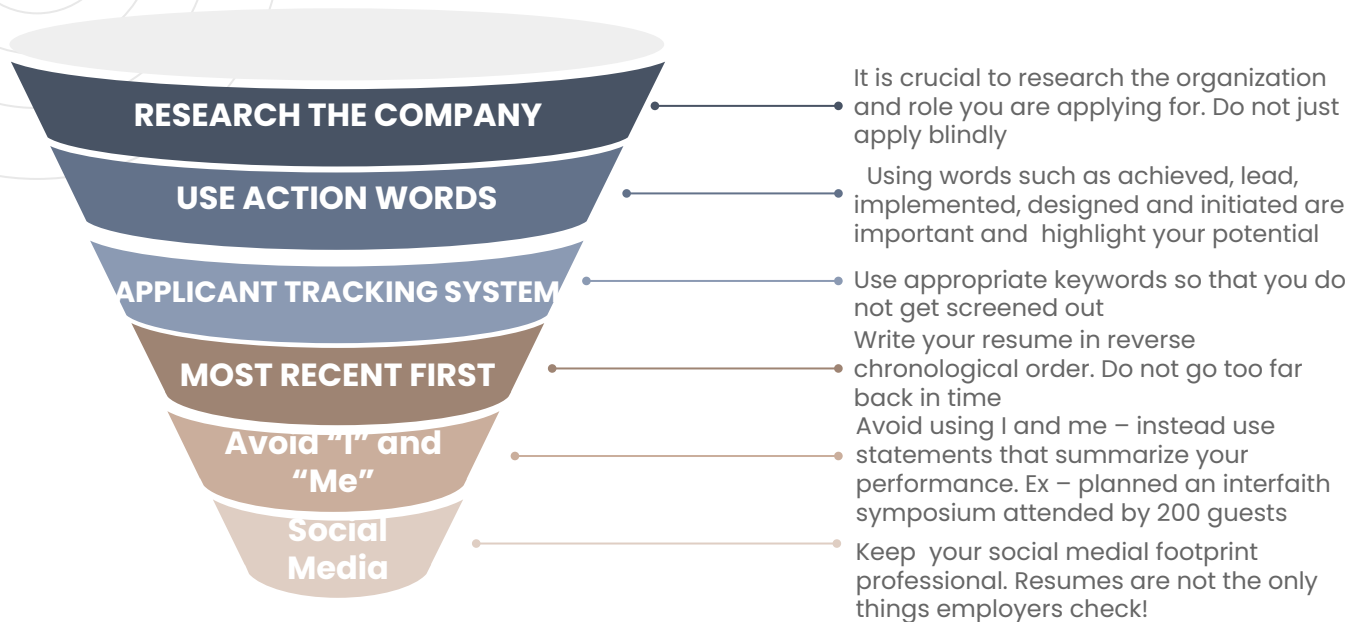
[Overview](#)

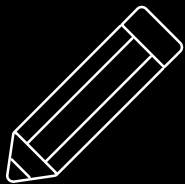
[Contact](#)

[Resume](#)

☐	Job Application	Step / Disposition	Awaiting Me	Total Years Experience	All Job Titles
	Applicant Name	Review		21	Lead Consultant Recruitment Leader Senior Recruiter Senior Recruitment Consultant Senior Recruitment Consultant Senior Technical Recruiter
	Applicant Name	Review		21	IT Recruiter/Account Manager Lead Technical Recruiter Recruitment Consultant Recruitment Consultant Recruitment Manager Senior Consultant Senior Recruitment Consultant Senior Recruitment Partner Sr. Technical Recruiter
	Applicant Name	Review		8	HR Assistant HR Support Human Resources Consultant Sr. HR Generalist Talent Acquisition Specialist Talent Recruiter
	Applicant Name	Review		6	Hospitality Recruiter Sr. Customer & Vendor Support Specialist Technical Support Representative
	Applicant Name	Review		12	Branch Manager Global Senior Talent Analyst National Account Manager National Human Resources Coordinator Recruiter Recruitment & Onboarding Senior Manager Senior National Recruitment Consultant

Things to keep in Mind





Tips from Expert Panel





Questions and Answers with Panel