



## WATCH Project



Building Pathways to a Brighter Future

# Job Search Series



## How to Write a Resume

### Career Coordinator Packet

**Lois Todd**

WATCH Project Career Coordinator

Watch the video:

[www.csiu.org/watch](http://www.csiu.org/watch)

Select  
Flipped Learning  
from the menu.



## **WATCH Core Mission**

The **Work Attributes Toward Careers in Health** Project provides a variety of academic and social support services to income-eligible individuals in a ten-county region to enter or move up in a high-priority health care career. Meeting local health care industry needs, the program increases skills, provides critical services and moves participants toward self-sufficiency.

The WATCH Project assists students in preparing for careers as:

- Direct Care Workers (DCW)**
- Certified Nursing Assistants (CNA)**
- Licensed Practical Nurses (LPN)**
- Registered Nurses (RN)**
- Emergency Medical Technicians (EMT)**
- Paramedics (EMT-P)**
- Pharmacy Technicians**

A five-year Health Profession Opportunity Grant from the U.S. Department of Health & Human Services, the WATCH Project is administered by the Central Susquehanna Intermediate Unit.

**[csiu.org/watch](http://csiu.org/watch)**

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Work Attributes Toward Careers in Health (WATCH) is a Health Profession Opportunity Grant and is administered by the Central Susquehanna Intermediate Unit (CSIU).

## **How to Write a Resume Video Notes for Career Coordinators**

After looking at a few sample resumes to get the idea, put them away and start your own resume by making a list using word processing software such as Microsoft Word®.

If you have you have a master application as explained in another presentation you could use that to help you write this list. The next few slides will show you examples of how to write each thing on your list. Your list should include:

1. Your name, address, phone number including area code, and an email address where you can be contacted: Avoid using unprofessional sounding email addresses like “littlekathy@hotmail.com” or “mickeymouse@gmail.com.” You can set up a professional sounding job search email account for free at gmail.com. For example: jsmith@gmail.com
2. Your education: List the name of your most recent school, the city and state, the name of the program or major such as Nurse Assistant Program or Bachelor of Science in Nursing, and the date you graduated.
3. Licenses and certifications with the dates you obtained them: Don’t forget to include current CPR certification.
4. Job and school-related accomplishments can set your resume apart from other applicants who may list vague skills such as “good communicator.” Try to think of specific things you accomplished like “perfect attendance,” or “took the initiative to organize all incoming supplies,” or “achieved the honor roll every semester,” or “assisted dementia patients with skills of daily living.”
5. Make a list of your work and volunteer experience including the name of the organization where you worked, the city and state and the dates you worked there. Begin with the most recent. Be sure to list your clinical experience as a student. Volunteer jobs can be listed as well. And it is not necessary to list every job you’ve ever had but if you have only had one job, go ahead and list it to show that you have some work experience. You will want to include all health care experience.

Here is Kathy's list that can help you complete your own list.

### **Contact Information**

List your full name and your title, such as RN or CNA if you passed your state licensing exam. Use your complete mailing address and include your phone number with area code and a professional sounding email address. This may be a good time for you to set up a new email account to use for job searching. Make sure you check that email and your voice mail at least once a day as soon as you send out your first resume or application.

### **Education**

List your most recent school. It is not necessary to list the name of your high school. Be sure to list the month and year graduated.

### **Licenses and Certifications**

Include the state where you have your license. Include your CPR license and date if it is still current including the date it expires.

### **Accomplishments**

At first, you may not be able to think of things you accomplished but your Career Coordinator can help you if you get stuck. Did you make Honor Roll? Did you deal effectively with irate residents or their family members? Did you receive any special recognition in school or on the job?

### **Work Experience**

It's a good idea to type the job titles in bold if they are health care jobs.

Now that your list is done, it will be easy to transfer it to your resume.

**Use your list to write the top sections of your resume.**

Remember, your resume needs to be original.

Divide it into clear sections and include plenty of white space to make it easy to read. Most employers spend only a few seconds looking at a resume. So make sure you use an easy to read font such as Times New Roman or Arial.

Avoid pictures and bright colors.

Make sure your margins are even.

A health care resume should be professional looking.

Make sure everything is spelled correctly.

Here are some things to notice about Kathy's resume:

- She includes her title of CNA after her name. She includes her complete mailing address, her phone number with the area code in parentheses and a professional sounding email address.
- Just below that, she has a summary of her qualifications, emphasizing the things an employer will be looking for: the fact that she has passed her CNA exam, that she has current clinical training and that she has experience in the health care field. Also, notice that she has worked with memory-impaired patients. That is a big plus. Finally, a big selling point is the fact that she will work any shift. So right at the top of the resume, Kathy has gotten the employer's attention.
- Kathy has made sure she has a professional sounding voicemail message before sending this resume off. Be sure to set up your voicemail and do not include loud music in the message. Make sure your mailbox is not full! Once you begin your job search, make sure to check your email and voice messages regularly, at least every day.
- Some resumes have an objective statement at the top instead of a summary. An example of an objective would be "A CNA position in the pediatric department."
- This presentation uses the summary instead of the objective statement. You can state the title of the job you are applying for in your cover letter. Your WATCH Career Coordinator can direct you to a presentation about how to write a cover letter.

**In the middle section of Kathy's resume, she has listed her CNA and her CPR certifications.** It is important to list these on the resume so the employer can determine quickly if you are on the Pennsylvania registry. They want to find people with the certifications required by the state. Some employers require current CPR certification as well.

Kathy has listed her most recent education which relates to the CNA job she is applying for. If you have other education beyond high school, you can list that as well.

**The Qualifications Section is optional.** List other things that could make you a quick hire. The employer can see that Kathy has had a recent physical and her clearances run. This can speed up the hiring process.

**The Accomplishments section is one of the most important sections of the resume** and it should be very specific. It should include things you have done on the job, as a volunteer or in your clinical training. Try to avoid simply listing skills that every CNA or LPN has to have to pass their boards, such as "taking accurate vital signs." What have you contributed at your jobs? Remember, it's not just about what you want from a job. It's about what you can contribute to an organization.

Notice that throughout the resume, Kathy has written in phrases instead of complete sentences. Bullets and lists are preferable to sentences in today's resumes. Placing important items in bold can help catch the eye of employers as well.

**In the Experience section,** list relevant work experience including actual paid positions, volunteer work and your clinical experience. List your most recent experience first. Remember, you don't need to list every job you've ever had.

# Make a list, for example ...

## 1. CONTACT INFORMATION

Kathy K. Carney, CNA  
555 W. Elm St. Bellefonte, PA 16823  
(555) 555-1111  
kcarney@gmail.com

## 2. EDUCATION

Graduate of Nurse Assistant Program, Central Pennsylvania Institute of Science and Technology, Pleasant Gap, PA, 8/2013

## 3. LICENSES AND CERTIFICATIONS

- Pennsylvania Registered Nurse Aide, 9/1/2013
- CPR/AED for Healthcare Providers through American Heart Association, 8/20/2013

## 4. ACCOMPLISHMENTS

- Observed patient physical and mental changes and reported this to nurses
- Related well with **agitated residents**, with families and with team members
- Helped residents with daily showering, oral care and incontinence care
- Visited and **evaluated dementia patients** to decide which patients needed more time to prepare for the day, and to respect the needs of each individual
- Helped residents with field trips, arts and crafts, music, games and reading
- Made sure residents arrived on time and had positive experiences
- Helped patients with daily living activities including walking and exercising
- Helped residents achieve a good quality of life
- **Accurately charted using facility computer systems**

## 5. WORK EXPERIENCE

- **Home Health Aide**, Comfort Keepers, Bellefonte, PA, 2012 to Current
- **CNA Clinical Student**, Centre Crest Nursing Home, Bellefonte, PA, 2013
- **Hospital Volunteer**, Mt. Nittany Medical Center, State College, PA, 2010 to Current

Use Microsoft Word® to type your own list. You can use the list above as an example.

Print out your list to review with your WATCH Career Coordinator.

Use your list to write a draft of your resume. Share this with your Career Coordinator as well.

# RESUME Dos and Don'ts

## DO NOT:

- Include personal information such as height, weight, marital status.
- Include your references on your resume.
- Lie.
- List your grade point average unless it is at least a 3.0 or a B.
- Decorate your resume with graphics or crazy colors.
- Include every job you have ever had.
- Write sentences or paragraphs.
- Use “I” or “my.”
- Send out a resume with mistakes, misspelled words, or grammar errors.

## DO:

- Print and ask others to proofread it.
- Limit the length to 1 or 2 pages.
- Use spellcheck, but don't count on it.
- Make your resume neat and clean.
- Be consistent with spacing and format.
- Use keywords.
- Type a resume with word processing.
- Be specific.
- Use ½ to 1 inch margins and a font of 10 to 12.
- Put the most important things on top.
- Stress your skills, not just duties.
- Set up a professional email and check it, and your voicemail, regularly.
- Make your resume a work in progress.

## (SAMPLE CNA RESUME)

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# Kathy K. Carny, CNA

555 W. Elm St. Bellefonte, PA 16823 ▪ (555) 555-1111 ▪ [kcarney@gmail.com](mailto:kcarney@gmail.com)

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## Summary

Reliable, caring **Certified Nursing Assistant** with recent clinical training, 1 year of experience caring for elderly adults and **current CPR**; work well with bedridden, physically challenged and memory-impaired residents. Flexible: **available days, evenings, weekends, and holidays**

## Licenses and Certifications

- Pennsylvania Registered Nurse Aide, 9/1/2013
- CPR/AED for Healthcare Providers through American Heart Association, 8/20/2013

## Education

Graduate of Nurse Assistant Program, Central Pennsylvania Institute of Science and Technology, Pleasant Gap, PA, 8/2013

## Qualifications

- **Able to pass physical and TB tests**
- Excellent attendance record
- **Current background clearances**
- Work with minimal supervision

## Accomplishments

- Observed physical and emotional changes; reported patient conditions to nurses
- Related well with team members, residents (**including agitated residents**) and families
- Helped residents with daily hygiene including showering, oral and pericare, incontinence care, minimizing rashes, sores, and soiling
- Visited and **evaluated dementia patients** daily to determine which patients needed more time to prepare for the day, and to respect the needs of each individual
- Supported residents with field trips, arts and crafts, music, games and reading activities. Ensured participants arrived on time, had needed accommodations and positive experiences
- Helped patients with daily living activities including walking and exercising; helped residents achieve a good quality of life; accurately charted using facility computer systems

## Experience

- **Home Health Aide**, Comfort Keepers, Bellefonte, PA, 2012 to Current
- **CNA Clinical Student**, Centre Crest Nursing Home, Bellefonte, PA, 2013
- **Hospital Volunteer**, Mt. Nittany Medical Center, State College, PA, 2010 to Current

# Example of a Resume Using an Unreadable Font

*Adam P. Harrison, LPN*

*555 W. Elm St. Bellefonte, PA 16823 • (555) 555-1111 • [aharrison@gmail.com](mailto:aharrison@gmail.com)*

## *SUMMARY*

*Skilled, PA Licensed Practical Nurse with recent clinical experience, 2 years of experience in the medical field as a CNA, and current AHA CPR Provider Certification*

## *LICENSES/REGISTRATIONS*

- Pennsylvania Licensed Practical Nurse, 1/12/2014, PN876543*
- BLS-CPR/AED for Healthcare Providers through American Heart Association, 8/20/2013*
- Pennsylvania Registered Nurse Aide, Current*

## *EDUCATION*

- Central Pennsylvania Institute of Science and Technology, Pleasant Gap, PA, Practical Nursing Program, graduated with high honors, 8/15/2013*
- Central Pennsylvania Institute of Science and Technology, Pleasant Gap, PA, graduate of Nurse Assistant Program, 12/15/2011*

## *EMPLOYMENT HISTORY*

- Centre Crest Nursing Home: Gerontology, Long Term Care*
- Mount Nittany Medical Center: Med-Surg, Pediatrics, OB/GYN, Orthopedics, Emergency Department, ICU, ER, OR, Operating Room*
- Geisinger Medical Center: Hematology, Oncology, Family Practice*
- Geisinger Gray's Woods: Family Practice, Cardiology*

## *SKILLS*

- Administering medications safely within the LPN scope of practice*
- Assessing patient condition, developing an appropriate plan of care*
- Providing care and treatments in compliance with patient care plans and protocols*
- Coordinating care and handling unexpected situations to meet individual needs*
- Evaluating patient response to care provided*
- Exceptional understanding of practical nursing techniques and methods*
- Communicating effectively with patients, staff and families*
- Multi-tasking, handling details and deadlines*
- Practicing safety and infection control methods*

## *PROFESSIONAL AFFILIATIONS*

- Certified Nursing Assistant, Foxdale Village, State College, PA, 09/2011 to Current*
- Home Health Aide, Comfort Keepers, State College, PA, 06/2009 to 09/2011*
- Dining Server, Village at Penn State Retirement Community, State College, PA, 04/2008 to 5/2009*

*References available upon request*

# (Sample LPN Resume)

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Adam P. Harrison, LPN

555 W. Elm St. Bellefonte, PA 16823 ▪ (555) 555-1111 ▪ [aharrison@gmail.com](mailto:aharrison@gmail.com)

## SUMMARY

**Skilled, PA Licensed Practical Nurse** with recent clinical experience, 2 years of experience in the medical field as a CNA, and current AHA CPR Provider Certification

## LICENSES/CERTIFICATIONS

- Pennsylvania Licensed Practical Nurse, 1/12/2014, PN876543
- BLS-CPR/AED for Healthcare Providers through American Heart Association, 8/20/2013
- Pennsylvania Registered Nurse Aide, Current

## EDUCATION

- Central Pennsylvania Institute of Science and Technology, Pleasant Gap, PA, Practical Nursing Program, **graduated with high honors**, 8/15/2013
- Central Pennsylvania Institute of Science and Technology, Pleasant Gap, PA, graduate of Nurse Assistant Program, 12/15/2011

## CLINICAL TRAINING

- Centre Crest Nursing Home: Gerontology, Long Term Care
- Mount Nittany Medical Center: Med-Surg, Pediatrics, OB/GYN, Orthopedics, Emergency Department, PACU, PCU, ICU, Operating Room
- Geisinger Medical Center: Hematology, Oncology, Family Practice
- Geisinger Gray's Woods: Family Practice, Cardiology

## SKILLS

- Administering medications safely within LPN scope of practice and Practicing safety and infection control
- Assessing patient condition, developing an appropriate plan of care, and providing care and treatments in compliance with patient care plans and protocols
- Coordinating care and handling unexpected situations to meet individual needs
- Evaluating patient response to care provided and communicating effectively with patients, staff and families
- Multi-tasking, handling details and deadlines
- Practicing safety and infection control methods

## ACHIEVEMENTS

- Trained and managed 3 customer service staff
- Oversaw kiosk operations to ensure customer satisfaction and compliance with corporate procedures

## PROFESSIONAL EXPERIENCE

- **Certified Nursing Assistant**, Foxdale Village, State College, PA, 09/2011 to Current
- **Home Health Aide**, Comfort Keepers, State College, PA, 06/2009 to 09/2011
  - Customer Service Supervisor, Verizon Wireless, State College, PA, 04/2008 to 5/2009

## *Example of New Graduate Registered Nurse Resume*

**Jackie M. Hammocks, RN**  
3421 S.W. 49 Terrace State College, PA 16803  
Phone (814) 382-7788 Email: [jmhamocks@gmail.com](mailto:jmhamocks@gmail.com)

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### **Objective**

To gain experience and knowledge and to utilize my skills as a registered nurse in a manner that would provide security to patients, family members, and hospital staff

### **Licensure/Certification**

- PA RN License # 9919993, Current (2013)
- American Heart Association CPR Certification, Current (2013)

### **Education**

- 05/2013 Pennsylvania College of Technology, Williamsport, PA, an Affiliate of Pennsylvania State University, Associate Degree of Applied Science in Nursing, **Graduated with Honors**

### **Clinical Experience**

- 2012 Evangelical Community Hospital
- 2012 Evangelical Ambulatory Surgical Center
- 2013 Divine Providence Hospital
- 2013 Williamsport Regional Medical Center
- 2013 Valley View Nursing Center

### **Honors and Affiliations**

- Dean's List every semester at Penn College
- WATCH Project Participant (Work Attributes Toward Careers in Health). Funding source/professional development for nursing students
- STEM Scholarship recipient (Science, Technology, Engineering and Math).
- Student Nurses Association
- Penn College Healthy Wildcats, Peer Health Educator

### **Work Experience**

2011 to Current, **Pharmacy Technician**, CVS Pharmacy, Bellefonte, PA

# Marcy Jones

155 Summer St.  
Anytown, PA 19000  
(215) 555-5555  
resumepower@somedomain.com

## Objective

Dedicated registered nurse (RN) with specialty experience in psychiatric/mental health nursing. Developed strong psychiatric-evaluation and treatment-planning skills through recent internship at Pennsylvania Department of Corrections. Knowledge of psychotropic medication administration, management and training. Reliable, ethical healthcare provider with ability to stay calm and intervene during crises, facilitate groups and educational seminars, and collaborate on multidisciplinary teams. Proven ability to build positive relationships with patients, family members, physicians and other medical professionals.

## Work Experience

### Registered Nurse

#### 11/2008 – 5/2009, Pennsylvania Department of Corrections, Doylestown, PA

Served as RN at hospital located within maximum-security correctional facility housing approximately 3,500 inmates. Assigned to the mental health crisis unit and played a key role on interdisciplinary team of psychiatrists, RNs, social workers and corrections officers. Actively participated in development and implementation of individual treatment plans for patients with broad range of mental health issues. Ensured that doctors' orders were effectively carried out, including testing, medical procedures, consultations and stat orders for five-point restraint.

#### Key Accomplishments:

- Selected as one of only seven student nurses to be admitted into internship program after rigorous selection process.
- Helped refine unit policies and procedures in the areas of suicide-watch procedures, safety methods, discharge planning and documentation.
- Responded to numerous volatile situations and violent outbreaks, earning the respect of physicians and coworkers for calm, levelheaded and quick thinking to restore the safety and security of patients and staff.
- Completed training in team building, management of assaultive behaviors and psychotropic-medication administration.

### Student Nurse / Clinical Rotations

#### 9/2007 – 9/2008, Doylestown Hospital, Doylestown, PA

Worked under the supervision of an RN providing bedside care, treatment and clinical documentation for patients on cardiac, oncology and medical-surgical floors. Handled medication administration, dressing changes, IVs and all other aspects of nursing care. Facilitated admissions, discharges and transfers; prepared chart notes and other documentation; and participated on interdisciplinary team.

#### Key Accomplishments:

- Treated an average of 16 patients daily (100 percent above average student caseload). Gained experience in procedures such as cryotherapy and trigger-point injections.
- Presented in-service training on ethics concerning elderly atrial fibrillation treatment.
- Earned a reputation for excellence in service delivery. Supervisor comments: "Marcy will be an outstanding RN. She has excellent interpersonal skills and readily establishes rapport with diverse patient population...her clinical skills are impressive...Marcy would be an asset to any nursing team."

## Education

5/2009, Buckingham College of Nursing, Buckingham, PA

- Bachelor of Science in Nursing (BSN), GPA: 3.4 (Dean's List)
- Senior Practicum: 150 hours, Psychiatric Unit, Yardley VA Hospital: Worked intensively with patients to promote their interest and participation in reality, identify problems and solutions, and enhance their coping skills. Provided a safe and therapeutic environment for psychiatric patients.
- Course Highlights: Family and Community Nursing, Healthcare Delivery Models, Professional Nursing Synthesis Theory, Nursing Health Assessment, Clinical and Chemical Therapeutics, Biophysical Pathology, Psychosocial Pathology, Human Anatomy and Physiology, Statistics, Nursing Research

9/2008, Registered Nurse, State of PA

## Affiliations

- 1/2008 – Present, Pennsylvania State Nurses Association, Member
- 9/2006 – Present, Bucks Psychiatric Hospital, Volunteer

## Skills

<b><u>Skill Name</u></b>	<b><u>Skill Level</u></b>	<b><u>Last Used/Experience</u></b>
Case Management	Expert	1 year ago/2 years
Critical-Care Nursing	Intermediate	1 year ago/2 years
JCAHO Standards/ Compliance	Expert	1 year ago/2 years
Medication Administration	Intermediate	1 year ago/2 years
Parent/Patient/Family Education	Expert	1 year ago/2 years
Patient Advocacy	Expert	1 year ago/2 years
Patient Assessment	Expert	1 year ago/2 years
Psychiatric Nursing	Intermediate	1 year ago/1 year
Quality & Continuity of Care	Expert	1 year ago/2 years

## Additional Information

Known as a patient advocate and team player; believe in empowering patients by delivering health education and nursing care that enhances wellness and quality of life.

## (Sample Paramedic Resume)

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**Nathan P. Smith, NREMT- Paramedic**  
555 W. Elm St. Bellefonte, PA 16823 ▪ (555) 555-1111  
[nsmith33@gmail.com](mailto:nsmith33@gmail.com)

### SUMMARY

**Caring, competent Paramedic** with ability to use critical thinking and decision making skills and to provide care in a responsible accountable manner within ethical and legal dimensions

### LICENSES/CERTIFICATIONS

**NREMT- Paramedic**, 9/15/13  
Advanced Cardiac Life Support (**ACLS**), 8/15/13  
Pre-hospital Trauma Life Support (**PHTLS**), 8/15/13  
Pediatric Advanced Life Support (**PALS**), 8/15/13  
Pediatric Education for Pre-hospital Professionals (**PEPP**), 8/15/13  
PA Department of Health **EMT-Basic**, 12/15/11  
**EVOC**, 8/15/13  
**CPR/AED**, 8/15/13  
**Pennsylvania Certified Nursing Assistant**, 6/1/2010 (current)

### EDUCATION

- **Associate of Applied Science-Paramedic**, Conemaugh Memorial Medical Center's School of EMS, Johnstown, PA and the Penn Highlands Community College, Johnstown, PA. **Graduated with high honors**, 8/15/2013
- **EMT-Basic**, Seven Mountains EMS Council, Bellefonte, PA, graduated 12/15/2011
- **Certified Nursing Assistant**, Central PA Institute of Science and Technology, Pleasant Gap, PA, graduated 06/11/2010

### CLINICAL TRAINING (1,000 Hours Field Experience)

- Emergency Department
- Critical Care
- Operating Room
- OB/GYN
- Pediatric
- Communications
- IV Therapy
- Respiratory
- Hospice
- Trauma

## (Sample Paramedic Resume)

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### **Nathan P. Smith, NREMT- Paramedic**

#### ACCOMPLISHMENTS

- Worked as a member of EMS Team receiving dispatch calls, driving emergency vehicle, and monitoring communications equipment
- Performed evaluations to determine scene safety, hazardous materials, mechanism of injury or illness, triage, and requesting additional help if necessary
- Made critical decisions and performed in an ethical and professional manner
- Used body substance isolation techniques to protect from contamination and applied techniques of infection control including cleaning, sterilizing, and decontamination of equipment and vehicles
- Communicated with patients, families, bystanders to obtain medical history, suspected illness or injury
- Established and maintained airways, performed cardiac resuscitation, pre-hospital emergency care including controlling hemorrhage, treatment of shock, bandaging wounds, spinal immobilization, and splinting
- Assisted in childbirth, managed respiratory, cardiovascular, endocrine, allergic, neurologic, behavioral, and environmental emergencies and suspected poisonings.
- Practiced compliance with HIPPA
- Administered oxygen
- Maintained ambulance in operable and safe condition
- Performed 250 pound lifts with a partner
- Completed documentation in writing accurately
- Assessed extent of entrapment and used recognized techniques and equipment to remove patient safely
- Maintained familiarity with all specialized equipment
- Attended all continuing education and refresher training as required by EMS agency

#### PROFESSIONAL EXPERIENCE

- **Emergency Medical Technician**, Centre Life Link EMS, State College, PA, 2011 to Current
- **Certified Nursing Assistant**, The Fairways at Brookline, State College, PA, 2010 to Current