Virginia Career Works, Fairfax Center Presents:
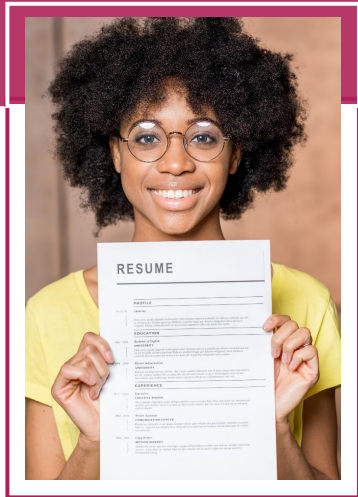
How to Write an Effective Resume

Make your resume stand out.

VIRGINIA CAREER WORKS

NORTHERN REGION

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The Resume

- The first impression an employer will get of you.

- A chance to gain the recruiter's attention.

  - A recruiter takes 10 to 20 seconds to read your resume.

  - Grab their attention from the beginning.

The resume serves as the first impression an employer receives of you. It's your chance to gain the recruiters attention and stand out among other job applicants. Typically, a recruiter takes about 10 seconds to look at your resume when they're going through the job applications. That may seem like a short time, but resumes are usually submitted through the employer's applicant tracking system database and will have already matched your qualifications to the job. So, it's the recruiter's job to review the matches and decide if they want to forward your resume onto the hiring manager with a quick skim. They usually mark candidates within a few seconds into 3 categories: "Definite yes, I want to interview", "Definite No – Not a match or I cannot tell from a quick glance", or "Maybe – Generically qualified but I don't know much about this person". If an employer gets enough people in the "Definitely yes" pile, they may not even consider the maybe pile.

Because of this, it is important that all of the information you want the recruiter to know about is in the top third of your resume, even if you repeat it again with more detail in the later sections. A recruiter may not even read the second page of the resume unless they already like you, so make sure your first page includes as much of your relevant experience as possible.
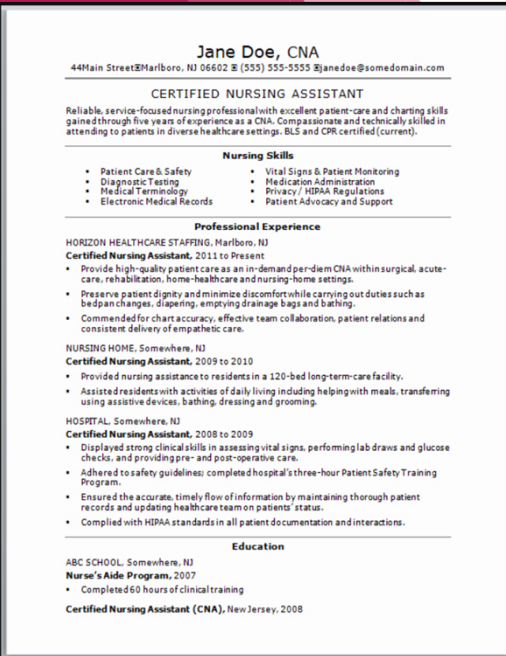
What Does a Resume Include?

- Header (includes contact information)
- Title that matches the job you want to do
- Summary statement
- Summary of skills
- Employment history
    - Responsibility statements
    - Accomplishment statements
- Education
- Professional development and training
- Professional associations and memberships

The list on the screen are the basic sections you must have. The key thing is you want your resume to illustrate to employers one message which is **"Here is a summary of my skills that show I'm qualified, and this is how I make things better for the companies I work for".**
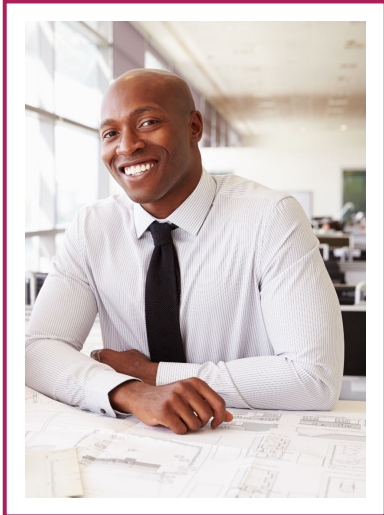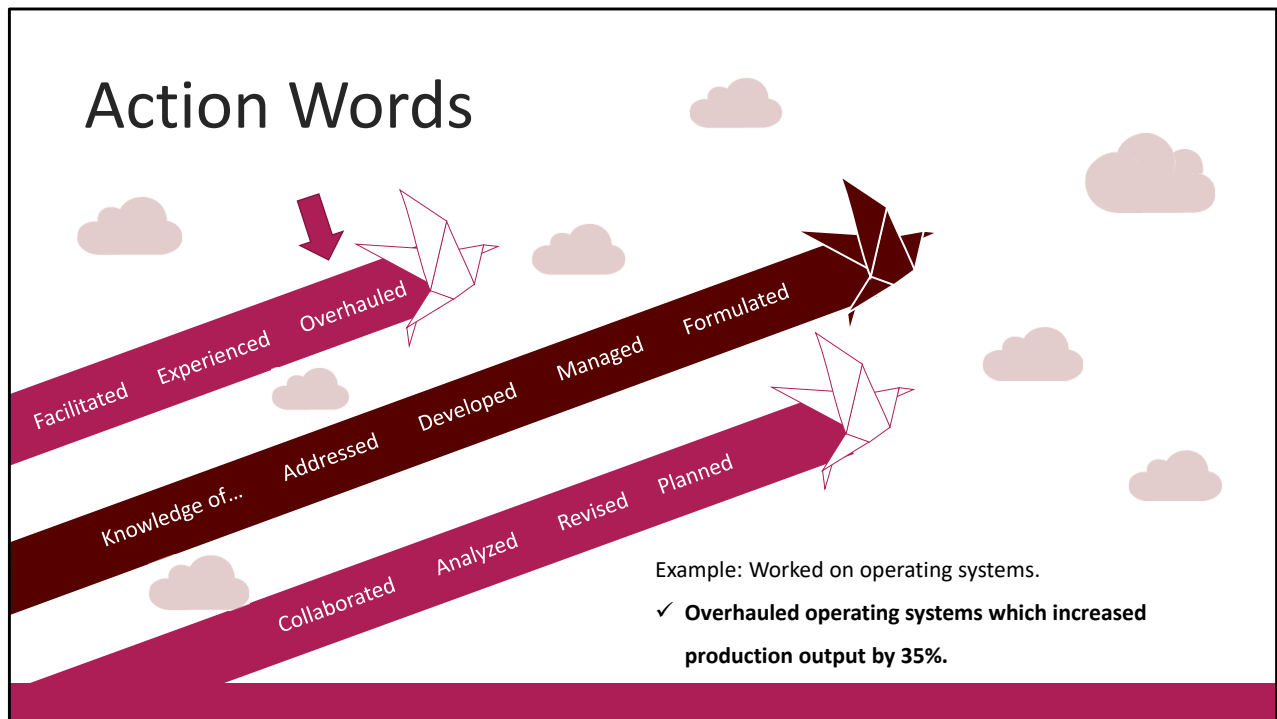
Resume Builder

- Put most relevant skills and work experience at the top of your resume

- Use bullet points instead of long paragraphs.

- Spell it out acronym the first time, then use the abbreviation.

- Begin statements or phrases with action words; avoid using the word "I".

  - Example: "Increased customer service satisfaction by 25% by utilizing strong communication skills to service customers."

Include the most relevant skills and work experience at the **top** of your resume to quickly grab the employer's attention. This makes it more likely that they will read it.

Bullet points make it easier for employers to skim your resume. Spell any acronyms the first time you use them and then you can mention them throughout your resume as an acronym. For example, if you want to mention that you got a CPA certification, you'll want to spell out **Certified Public Accountant (CPA)** the first time you mention it so the employer knows what you mean, and then use the letters CPA for the rest of your resume.

It's also important to begin your job description statements with action words, and do not use "I" or "we" or "they" in the resume. For example, if you want to say, "I increased customer service satisfaction by 25% by utilizing strong communication skills to service customers" you can eliminate the "I" in that sentence and start with the word **increased.** This helps it easy for the reader to understand what skill you used.

Action Words

Facilitated Experienced Overhauled

Knowledge of… Addressed Developed Managed Formulated

Collaborated Analyzed Revised Planned

Example: Worked on operating systems.
✓ **Overhauled operating systems which increased production output by 35%.**

Here are some examples of action words you can use to describe the impact and contributions you have made in each past work positions.

For example, it is too generic to say: **Worked on operating systems.** This is a task everyone who had a similar job will say, so the employer does not get any new information about you. Be more descriptive and include your **impact** not merely the job duty. For example, you can say: **"Installed new operating systems on 35 computers for 3 Departments" or "Improved inventory management system, saving 15% in overhead costs."** Choosing the words "**installed"** and "**Improved"** makes it clear the impact you had on that task and the experience that you bring to the position.

By using verbs and numbers, you to paint an image of your previous work so that the employer can easily see: "If he did that with that number of people, he can do the same thing in this job." If the employer has to wonder or guess what kind of worker you were, they will put your resume in the "no" pile.

Resume Builder Continued

- Highlight skills and accomplishments and use work experience to show examples.

- Use present tense with current job and past tense with all prior job experiences.

- Use industry or job specific key words that are specifically listed in the job posting.

    o Job listing says: Supports several small- or medium-sized office-wide projects that directly impact the goals of the organization.

    o "Supported _____ (ex. medium sized fundraising project for children's hospital) by _____ (ex. coordinating events) which led to _____ (ex. raising more money for the organization)."

- Limit resume to one or two pages, but if necessary two and half pages.

- Avoid personal information.

- Do not list references or put "references upon request."

Make sure your bullets are specific enough to help the company imagine the scope and scale of the work, and the skill you used. Doing this helps to show how you can add value to the company. You want to use present tense wording with current jobs and past tense with all your prior job experiences. Be sure you use job-specific words that are used in the resume. If something listed as "Preferred" or "Required" in the position, and you have that qualification, make sure you list it in the top third of your resume (in the summary and skills sections). This helps you get your resume noticed by employers. Keywords are words or short phrases that are an exact match to the requirements for a job. The computer will scan for these words to flag your resume for review, and the employer will want to see them. You need to be honest on your resume, so for every statement you make, you want to be able to prove it in your work experience.

To make sure you're using these keywords, look at the job posting, lay it next to your resume which has all your skills and experiences and highlight requirements and tasks that match your own skillset and experience. Then start typing out bullets and a summary that include

those words and skills. We call this "tailoring" the resume, or making it a good fit for a job description or job title. Never send out the same resume to all employers. You can create a different basic resume for each type of job you want, for example: Human Resources Resume and an Office Manager Resume. You probably did tasks from both jobs, but you will only include your HR experience in the resume with the HR theme, and only include general office management tasks in the second resume. Then, when you apply to a specific position, adjust your resume quickly by changing the title, skills, and summary information to the preferred and required qualifications of that specific job.

So you're wondering how do you tailor your resume? Here is an example, the job description is requiring you to be able to coordinate office projects that directly impact the goals of the organization. You want to think about in any of the work that you've done if you've managed or worked on any projects. The tailored response for that task could be "Coordinated a medium-sized fundraising project for children's hospital by coordinating events of 10 – 50 people, which raised $1000 to support the organization goals." This takes a generic statement the employer asks and proves to the employer you have already done projects such as that. It makes it easy for the employer to quickly understand: "If this candidate did that project, they can do my project easily." Use terms and descriptions that are familiar to the company (not a lot of acronyms or fancy terms used in your last job unless it is used a lot in the industry).

Make your resume only 1 to 2 pages long since your resume is serving as a quick snapshot of your most related skills and work experience – It is not meant to be a biography of everything you have ever done. You may want to save a "Master Copy" of your resume with everything you have ever done, and then copy and paste the most relevant bullets into a shorter resume for each job. The resume it to convince the employer you have enough experience to get an interview, where you can explain yourself further.

Avoid putting personal information like martial status, social security number, or photo. Lastly, don't list your references. If employers want references, they'll ask you to submit it separately.

Resume Header Sample

Beth Smith, CAPM

215 W. State Street, Milwaukee, WI 53201

bethsmith@comcast.net   www.linkedin.com/beth-smith   Cell: 555-263-1678

The first piece of information that you'll want to include is your contact information which is housed in the header.

1) The person added her CAPM (Certified Associate in Project Management) designation after her name. This supports her current goal to be a project coordinator. This is optional, but you can put your degree or credential here, IF it is desired in the job description.

2) Secondly, you see the address. You do not need to put your full street address, but make sure you include the city, state, and zip code. Some application databases search based on zip code, and you would not be included in the search. Do not use tables to format, this makes it difficult for the computer to search also.

3) Double-check that your email and phone number are working and your voicemail is set up and can receive voicemail. Ensure your email address is professional. It should be closely related to your first and last name.

4) Lastly, you see a LinkedIn website. This is optional. If you have a completed profile, then you can include it. Many employers are using LinkedIn to find their

talent pool so I encourage you to take advantage of it. Learn more by attending a workshop at the Loudoun Workforce Resource Center, Career Network Ministry – Mclean Bible Church, or Career-Confidence.org.

Examples

Summary Statement

Customer Support Representative with 3+ years of experience in over the-phone technical support, ~~looking to leverage communication skills as a Sales Representative at Booz Allen Hamilton~~. Excellent track record in delivering quality support service, maintain a 4.5 stars rating over the past 1.5 years from over 1200 customers.

Summary Statement

Professional Marketing Manager with 5+ years experience in digital marketing. Social marketing experience, including Facebook, Instagram, and LinkedIn advertising. Experienced in managing accounts with a monthly budget of $60,000+. BA in Marketing Management.

Here we have two examples of what each type of statement would look like.

Do not include statements that describe where you hope to work or what you hope to do. You can see how the first example deletes a sentence about "looking to leverage" a skill whereas in the second statement and what they want from a job. In the second, the person is quickly showing what they have to offer and what they have done in their career. This allows the company to look at the summary and make a decision about whether you can do what they need. A summary should be two to four sentences.

Summary of Skills	• The Summary of Skills and Qualifications portion of your resume should consist of a few brief statements describing why you are the perfect candidate for the job.
	• Four categories of skills: **hard, soft, transferable, and job related**.
	• Things you can list in your summary:
	    o Highlights of relevant experience.
	    o Unique skills/qualities.
	    o Other languages spoken.
	    o Awards/accomplishments in current or previous jobs.
	    o Sales figures if you helped generate revenue in previous jobs.
	    o Number of people you managed.
	    o Relevant classes or certifications you've achieved.

Summary of skills can be a short sentence added to the summary, or a list of skills in columns. There are four kinds of skills you may want to include. Hard skills are technical skills that can be learned, such as computer programming language, accounting, software, pivot tables, accounts payable.

Soft skills are personality traits and interpersonal skills that often come more naturally. For example, being hardworking, punctual, a leader, and strong communicator. Try to include only 2-3 soft skills at most in the summary and do not include them in the skills list. Anyone can say they are hard-working to seem attractive, so if you call yourself hard-working in the summary, it is best to show it in your bullet points.

Transferable skills are ones that you technically did in one job but it makes it clear you can do the same type of work in another job. For example, in a Human Resources Assistant job, you may have "Managed the applications process for 56 individuals,

following up with scheduling interviews." However, now you are applying to an Administrative Assistant job that does not involve hiring people. A hiring manager for the Administraive Assistant job may not know what "managing an application process" involves. Instead, you can write bullets about skills that you did as part of that task and will bring to the new job:

"Provided customer service and follow up by phone and email with 56 individuals in 2 weeks," "Used Excel to track the application status of 56 individuals and followed up by deadlines," "Scheduled 4 interviews per day and set calander reminders using Microsoft Office 365." You do not use any Human Resources vocabulary, but you can use these specifics to show them what software you are familiar with, attention to detail, phone etiquette, and customer service skills. You also demonstrate in these examples that regardless of the topic, you are fast and organized – without saying it explicitly. You are "showing' instead of "telling".

Things that you can list in your summary include other languages requested in the job description, accomplishments in past jobs, relevant courses, number of people you manage and certifications you've achieved, if you have them.

Summary of Skills Examples

- Four years in the Human Resource field.

- 5 years of recruiting experience.

- Knowledge of Federal and State employment laws.

- Experience maintaining a high level of confidentiality.

- Advanced knowledge and proficiency in Microsoft Excel, Word, Access, and Outlook.

- Types 50 words per minute.

- Over five years of customer service experience in retail, sales and hospitality.

- First sales consultant to reach 5,000 clients for XYZ agency.

- Accomplished Retail Manager; generated sales of over $500,000.

- Bilingual in Spanish

Here we have listed out specific examples of all four types of skills and how you can phrase your statements.

JANE DO

Fairfax, VA 22033
Cell Phone: 703-222-222 ▪ janedo@gmail.com

HUMAN RESOURCE MANAGER

SUMMARY OF SKILLS & QUALIFICATIONS

- Dedicated, hardworking Human Resource Manager with excellent oral and written communication skills.
- Over 10 years of solid Human Resource experience.
- Ability to resolve customer concerns quickly and efficiently while maintaining the highest levels of professionalism.
- Excellent ability to engage with clients.
- Superior judgement, professionalism and ethics.
- Demonstrated skills to handle a variety of assignments simultaneously.
- Proficient in Microsoft Office, including MS Word, Publisher and Outlook.
- Bilingual in Spanish and French.
- **Senior Professional in Human Resources (SPHR)**
- **Professional in Human Resource (PHR)**

Here is what a chronological resume might look like. Recommended fonts are Arial, Cambria, Calibri, Garamond. Use only one font. The ideal font size for your resume is anything between 10 and 12pt font with the exception of your name in the header which can be up to 20 pt font.

You may bold and italicize your headers or titles, but be consistent. It does not matter if you have a period at the end of your sentences or not, but be consistent. This helps your resume look clean and professional.

You can also bold limited things that were specifically required or preferred. The two bullets at the end are bolded as a strategy move to bring more attention to them as they may be skills that employers are directly looking for. And here we have an example of a one line job title "Human Resource Manager" to showcase the kind of position you have the most experience in, and matches the job description.

WORK EXPERIENCE

Human Resource Manager   *January 2005 – May 2017*

Beacon Hill Academy, Alexandria, VA

- Prepared and placed job ads, coordinate internal job postings, and perform reference and background checks.
- Maintained and updated all job requirements and job descriptions for all positions.
- Provided payroll information by collecting time and attendance records.
- Reviewed and processed employee record updates ensuring data integrity and accurate processing and reporting of Human Resource data.
- Compiled and kept personnel records and entered information in the Human Resource Information System (HRIS).
- Processed, verified and maintained documentation relating to personnel activities such as staffing, recruitment, training, grievances and performance evaluations.
- Provided training to staff members and ensured growth.
- Performed day-to-day administrative tasks such as maintaining information files and processing paperwork.

Accomplishments:

- Attended Society for Human Resource Management (SHRM) Employee Relations Seminar; Established multiple new relationships and resources that benefited the company and clients.
- Developed business relationships with Small Business Meet-up Groups (75 business relationships developed in four to six months).
- Coordinated a weekend children activity program consisting of 50 children ages five to ten years old.
- Designed strategies to increase enrollment in center; resulting in a 30% increase in the first program year.
- Increased number of placements by 70% in 12 months.

Next section is the work experience. Do not list your entire work history, only jobs that used skills and qualifications that are included in the job you are asking for.

If you have unrelated jobs, you can either enter just one line for that job as a description, or you can create two sections of Work Experience – One entitled "Relevant Experience" and then the other "Other Experience." This makes it certain the employer will see your most relevant job first. If your most relevant job was a long time ago and it looks like you have not worked in more than a year, talk to a Center staff member about how to organize your resume to help.

How you organize your information is up to you, you can put the company name, city and state on the left side and on the right side put the dates of employment. Doing it this way does make easier to read because you get more white space to break up the information.

Tip: When taking that first look, companies will usually skim what is bolded. If you want them to most notice the *Companies* you have worked for, put them on top, and in bold, with the title down below. This is often used if the company is very well-known, or has a title that clearly matches the job requirements. If the *Title* is what they will most recognize, write the title in bold on top with the company underneath. This way, they will see a trend in your Title first and foremost to see how you've progressed in your career at a glance – even if they are not familiar with the company.

What you want to show when you're writing out the tasks for your jobs is what did you do, how did you do it, and what impact did it have for the company you worked for. Here we actually have the job duties and accomplishments separated, which you can do that, if you have the space to do so. In most cases, you'll want to combine the two. In this example, you can combine the first bullet point at the top, and the last bullet point. That would read as **"Prepared and placed job ads, coordinated internal job postings, and performd reference and background checks for 10 candidates per month" or "Increased number of job placements by 70% in 12 months" or "Provided daily administrative support for an office of 35 staff".**

EDUCATION

- *Bachelor of Arts with Honors in Public Relations, University of LA, California (2020)*
- *Associates Degree in Communications, Westfield University, Fairfax VA*

CONTINUING EDUCATION/CERTIFICATION COURSES

- **Senior Professional in Human Resources (SPHR) Villanova University (2004)**
- Myers Briggs Type Indicator, Fairfax College, Reston (2016)
- Dealing with Difficult Customers, Fairfax College, Reston, VA (2016)
- Resume Boot Camp, Fairfax College, Reston, VA (2016)
- Customer Service-Everyone's Job, Fairfax College, Reston, VA (2015)
- Interviewing 101, Fairfax College, Reston, VA (2015)
- Communication and Writing Strategies, Fairfax College, Reston, VA (2015)
- Positive Guidance: The Next Step, Fairfax College, Reston, VA (2014)
- Building Relationship Through Communications, Fairfax College, Reston, VA (2005)
- **Professional in Human Resource (PHR) Fairfax College, Reston, VA (1997)**

Education can be listed toward the top, if it is more relevant than your experience, or if it is listed as preferred or required. However, usually it is be at the bottom after experience. Remember, if you place it at the bottom, you can also mention it in with a couple works in the summary or skills section, to grab their attention

Always put where you studied, but you do not need to include the year of graduation unless it is recent.

Limited Work Experience

- Use volunteer, internship, fellowship and study abroad experiences (transferable skills).
- **Ask yourself these questions:**
    1. What can you do well that this job requires?
    2. What qualifications would be beneficial to the hiring company?
    3. What have you accomplished in school or extracurricular activities?
    4. What have you studied that has prepared you for assuming this job?

Beth Smith

215 W. State Street, Milwaukee, WI 53201

bethsmith@gmail.com   www.linkedin.com/beth-smith   Cell: 555-263-1678

Project Coordinator

Highly motivated, tech-savvy professional with over 5 years' experience in a fast-paced consulting environment. Extensive experience supporting senior consultants in high-profile technology projects. Exceptional analytical ability and talent for managing information. Certified Associate in Project Management (CAPM) certification. Skills include:

- Project Coordination
- Project Setup & Monitoring
- Project Communication

- Microsoft SharePoint
- Microsoft Project
- Microsoft Excel

Another example of a resume format for the top section.

Professional Experience

2015–Present: Senior Administrative Assistant, Grant Technology Consulting. Advanced administrative and project support for senior-level consultants.

Project Coordination/Management

- Led a project to streamline and reorganize SharePoint project management system, resulting in more accessible information and enhanced support for clients.
- Coordinated project plan, scheduling, and budgeting for small but high-profile project during project manager's absence. Praised for initiative and problem-solving abilities.

Advanced Administrative Support

- Prepared best-practice guidelines for archiving project documents. Guidelines simplified document management process and were adopted company-wide
- Conducted research and trained staff on new techniques for document versioning that significantly reduced retrieval time and lost documents.

2010–2015: Administrative Assistant, Training Solutions, Inc. Advanced administrative support to top marketing executive in fast-paced training start-up company.

Project Coordination/Management

- Coordinated the research and production of client-winning training proposals.
- Streamlined proposal development process, resulting in significant time savings.

Advanced Administrative Support

- Planned and assembled materials for high-profile client meetings.
- Created new client tracking system using Microsoft Excel.

Here is another way to organize your experience if you have been with one company for more than one role. You can see that it does not include every task the person completed, but gives a very clear, quick impression on the ability and experience of the candidate.

Education

Northeast Wisconsin Technical College, 2009

Associate Degree, Business Administration & Management

Professional Development

Certified Associate in Project Management (CAPM), 2018

Microsoft SharePoint Power User Training, 2018

Microsoft SharePoint End User Training, 2017

Advanced Microsoft Project, 2017

Advanced Microsoft Excel, 2017

Professional Associations

Project Management Institute

American Management Association, Individual Member

Part Three: Common mistakes, checklist and email etiquette.

Common Resume Mistakes

1 Too long or too short.

2 One size fits all.

3 Typos and poor punctuation.

4 Highlighting duties instead of accomplishments.

5 Assuming the reader knows the job duties.

6 Lack of specifics.

The first common mistake often seen in resumes is it's either too long or too dense – it requires too much reading. If the cover letter or resume requires a lot of reading, employers will be overwhelmed and may put your resume in the No pile. Remember a good length would be 1 to 2 pages, max 2.5 pages. If you're writing a federal resume or a CV which is a curriculum vitae usually used in education, those allow you to explain in more detail about your skills and professional experience, but for the purpose of a job outside of those industries, 1 to 2 pages of just the highlights is a good length.

A second mistake is thinking that one size fits all, meaning you're sending one resume to all the jobs you're apply to – or posting one resume on indeed and sending that resume to every job you apply to. This doesn't work. Even though you are applying to jobs in the same industry, each job is different. You always want to tailor your resume to the job description and what the employer is looking for.

Number three mistake are typos and poor punctuation. It is easy not to notice errors at a document you have been staring at for a long time. Ask a friend or a career coach at the Virginia Career Works Centers to review your resume.

Number four only listing duties under each job instead of accomplishments. It doesn't tell employers how you can add value to their company or show your ability level. You want them to read your sentence and think "If they did that for that many people, or in that amount of time, then they can handle my project." They want to know that the time and money invested into hiring you will be worth it. If they need to imagine, guess, or "wait and see," they will skip your resume.

Do not assume the person reading the resume knows what the job duties are of a position in that industry or terms from that job. Recruiters re often not actually working in the area they are reading a resume for, so they are looking for matches with the job description.

Common Resume Mistake

- Lack of specifics
  - Example One:
    - Coordinated job search workshops for jobseekers (non-specific).
    - Designed and delivered 15+ job search workshops in a year, which increasing outreach to customers by 300 people (25%)

Here is an example of a non-specific bullet versus a specific bullet. The first statement is pretty generalized, and it doesn't show the employer how much they did and how they made an impact.

Taking that same statement and changing it up to start the sentence with an action word, you can say "Designed and delivered 15+ job search workshops annually, which increased company outreach to key customers by 25%"

Quantify as much information as you can, using numbers, dollar signs, percentages, statistics. These numbers also catch the eye of the reader and makes it easier to skim, so these resumes are most successful in both computer databases and when reviewed by a person. In fact, some computers actually only flag resumes that have 4-5 numbers in them, for this reason.

Common Resume Mistake Continued

- Example Two:

  - Directed recruiting efforts for Eastern Division (nonspecific).

  - Coordinated a team of recruiters across 7 states accountable for

    sourcing, interviewing and hiring 75 positions for the IT department.

We have another example here. The first statement reads "Directed recruiting efforts for Eastern Division". This one is nonspecific because it just says what you did, but what about what you did? Did it work? What did it lead to? So, to change that, add in more numbers, using more verbs like responsible and coordinate and adding adjectives like accountable . The statement would change to "Responsible for coordinating a team of recruiters across 7 states that were accountable for sourcing, interviewing, and hiring 75 positions for the department."

Another tip to remember is that employers, they don't know what you did at your last positions. You could put down that you were an analyst for a technology company but not all analyst roles for every company will be doing the same thing. So be thoughtful of that, don't leave out details and be specific as possible to paint a picture to employers what exactly you did and what impact you made and convince them that they need to hire you.

Resume Checklist

1   **Visual Impact**

Neat, clean, good quality paper and easy to scan.

2   **Layout**

Typed with good margins and use of white space, use of upper and lower-case letters and bolding or italics to highlight important information.

3   **Length**

Limit the number of pages (could the resume tell the same story if it were shorter?).

4   **Writing Style**

Clear, concise and logical flow of information. Use strong action words.

Resume Checklist Continued

5 **Action and Achievement Oriented**

Are skills and achievements emphasized?
Descriptions quantified using numbers?

6 **Specific and Relevant**

Has all needless and unnecessary information been eliminated?
Does the resume focus on specific information about experiences and accomplishments related to the job?

7 **Bottom Line**

Does the resume achieve its purpose?
Does it build interest on the part of the employer?
Does it get you invited in for an interview?

If you can, ask someone who works in the field you want to work in to review your resume to make it more compelling to that particular industry.

Resume Email Etiquette

- **Professional not personal**
  - Employers evaluates your first meeting whether in person, on the phone/video or by email.
  - Employers look for professionalism in your communication.
- **Follow employer instructions**
  - Formatting, subject line title and submission date.

When you're sending your resume to an employer or recruiter, you want to be professional, not casual. Do not make demands or assume the company knows what you are emailing about. Do not ever email a company a resume without an explanation of what job you are applying for, and a small introduction about your years of experience, any relevant training, and what excites you about the position. Make sure it is only a few sentences.

Always save the file name of your resume as first and last name and the title of the position before you email. When a resume is downloaded and listed with others resumes, it needs to be easy to find it again. For example "John Smith IT Technician Resume 2024".

Remember, employers judge your first encounter, even if it is by phone, through email or video. They want to see full words and professional communication. If you are not sure, google professional email templates or as your case manager to review

an email for you.

Always follow the employer's exact instructions on how to submit your job materials. The job posting should give you detailed information on how you're expected to apply. Whether someone does exactly as instructed can be a test of whether they want to hire the person.

Resume Email Etiquette Continued

- When emailing documents, they are typically added to the message as an attachment.

  - Some employers do not accept attachments. If that is the case, paste resume as plain text.

  - If there are no instructions the best and easiest way is as an attachment.

- **Always include:**

  - ✓ Subject line

  - ✓ Greeting

  - ✓ Introduction to who you are

  - ✓ Purpose of why you are reaching out to the employer in the body of the email

  - ✓ Signature line with phone number

Do not send emails without a subject line because then employers because they will delete your email. Be sure the subject line includes the name of the position you are applying for since one hiring manager may be hiring for more than one role.

Out of common courtesy and professionalism, always include a greeting, an introduction of who you are, and a couple of lines of explanation about why you are emailing. Sign the email with a thank you, and your name.

Email Etiquette Example	Dear **Ms. Doe** (Dear HR Manager, if no name is given),
	I saw your Medical Administrative Assistant position in Sterling VA job posted from Indeed**.** Please find my resume attached for your review. I have eight years experience in the healthcare industry, and I have loved working with medical records systems and customers in the field. Please let me know if there is any additional information I can provide. Sincerely, **Joe Doe**

Here is a simple template you can use to format your email when you send your resume to an employer.

Resume Assistance Available

For more assistance with your resume or career coaching needs set up a virtual or in-person appointment with a member of the Virginia Career Works team:

Home - Virginia Career Works Northern Region (vcwnorthern.com)

One-Stop Employment Resource Center Services | Family Services

(fairfaxcounty.gov)

Additional Employment and Training Resources

For additional services offered by the Virginia Career Works-Fairfax Centers, please visit:

www.fairfaxcounty.gov/familyservices/employment-and-training/services

Newsletter available!
If you would like to receive weekly information on job leads, upcoming webinars and employment events, please subscribe to the weekly newsletter by visiting:

www.fairfaxcounty.gov/email/lists/#update

Once on the page, scroll down to Family Services and look for Career Resources.

If you have any questions about other services of the Center, you can visit our website. There you can sign up for our email listers to get updates on webinars, job fairs and weekly job leads. You can go to our employment readiness resources page for examples of resumes, cover letters, information on trainings and a lot more. So, I highly encourage everyone to check out the website.