

## Resume Tips and General Information

- FONT – ARIAL as it is easy to read. Use 14 point for your name. Body of the resume use 11 point, Headings (such as Education) use 12 point.
- Margins should be no less than one inch on both sides. Top and Bottom one inch.
- Left justify your resume (center your Name and Headings if you wish to).
- Use **Bold**, CAPITALS and *Italics* as you wish for **HEADINGS**, **Company Name**, **Titles**
- Use Bullets – these can easily be changed to ‘dashes’ if you need a ‘Plain Text .txt’ documents
- 2 – 3 page maximum

Top of resume:

Remove Objective if you have it. Profile is used instead.

Profile definition– usually 3-5 sentences begins with your role/title, years of experience (you don't have to specify exact number of years), industry, 2-4 skills, and an attribute.

Technical Professionals can bullet a list of technical skills under profile if desired, or it can go at end of resume after education. (see sample attached)

- Bullets on resume begin with a verb or verbs, what you did (action) and end with the result or accomplishment. Ideally each bullet answers the question- “what happened?” or, “what impact did your action create?” Note that the verb is past tense if you have left your last job.

Example:

- Researched and implemented a new billing system to increase efficiency.
- Developed new filing process to better organize and centralize information.
- Acted as subject matter expert coaching and answering questions to 25 colleagues on new billing system.

OR,

Sometimes it is easier to separate accomplishments if the action steps you took were numerous in order to achieve one result. This can be the case for Project Management, Accounting or roles where the same task/skill is done repeatedly.

Example:

- Verb, what you did
- Verb, what you did
- Verb, what you did

Like this:

- Researched locations for new site build
- Completed purchase of land, oversaw step by step build

Accomplishment: The one million dollar project was completed on time under tight timeframes, and on budget.

Interests and Hobbies are omitted.

Volunteer work should be bulleted like the resume outlining your role, and what you did. Don't include if it becomes the top of a new page and that is the only information on it.

References are implied, so you do not have to include that in your resume.

It is only necessary to go back 10-15 years on your resume. Some exceptions apply, talk to your coach!

## **Name**

Address

Calgary, Alberta T3C 0T2

(403) 444-6666

Email: mcperson123@shaw.ca

## **PROFILE**

Over 10 years of senior administrative experience with emphasis on providing excellent customer service to a wide range of personalities and professional levels. Expert knowledge and use of computer software packages (Word, Excel and PowerPoint), Lotus Notes and Internet skills. A team player who enjoys a multifaceted high-energy environment, continuous learning and applying new skills to challenging tasks.

## **EMPLOYMENT HISTORY**

### **TSX VENTURE EXCHANGE**

**1994 – 2007**

*(formerly Canadian Ventures Exchange, formerly Alberta Stock Exchange)*

**Executive Assistant**

*1996 – 2007*

- Researched and disseminated information to prepare documents and presentations in a timely, professional, and accurate manner. This enabled the Vice Presidents and President to analyze, and make appropriate decisions.
- Designed, formatted, and coordinated semi-annual reports to be filed on a semi-annual basis to the various Canadian Securities Commissions, meeting all deadlines.
- Ensured that all department expenses were approved, coded and submitted correctly to Accounting for prompt payment.
- Maintained department supplies and ensured that budget for supplies were met.
- Organized business development functions including: booked locations, ordered food, created invitations, and collected merchandise.
- Established rapport by greeting clients, handing out informational packages, and liasoned with photographer.
- Answered, screened and routed incoming phone calls for the Calgary Vice President, ensuring that calls were dealt with within a 24 hour period.
- Provided corporate travel arrangements through local travel agency for Vice President and his direct staff.
- Maintained and coordinated database including file input, coordination of weekly meetings, documentation of decisions/results from meetings, and ensured that all files were approved on time and was documented in the database.
- Maintained attendance records for the Vice President and his direct reports and provided information to Human Resources as requested.
- Resource person for the department and back-up for the department administrative assistants for any duties as required such as photocopying, typing, file maintenance, advice on software, SEDAR uploading, processing Personal Information Forms.
- Supervised three administrative assistants for a three year period (1997 to 1999).

**ALBERTA STOCK EXCHANGE****Secretary****Data Entry Clerk****1994 – 1996**

1995 – 1996

1994 – 1995

- Entered bids/quotes and ticketed information, answered telephone inquiries and delivered tickets to the traders.

Prior to 1996 various jobs in administration utilizing similar skills

**EDUCATION & PROFESSIONAL DEVELOPMENT****Arctic College**, Fort Smith, Northwest Territories

Completed a 1 year program for Administrative Assistants

**Courses**

❖ Introduction to Financial Accounting	2004
❖ Microsoft Excel (Level 2 & 3 at University of Calgary)	2003
❖ Online Microsoft Word Refresher Course	2003
❖ Online Microsoft Access Course	2003
❖ Supervising Seminar	1997
❖ Microsoft PowerPoint Course	1996
❖ Exceptional Assistant Course	1996

**TECHNICAL SKILLS** may be listed at end here, or under profile and before Employment History. If you are applying for a technical role, you likely want this at the beginning of your resume

**Volunteer/Community Support**