



# Business Correspondence and Reporting

## Resume Writing



## CHAPTER-12

# RESUME WRITING

### INTRODUCTION

Personnel department deals with all matters relating to staffing right, from recruitment to retrenchment. You start looking for a job as soon as you are out of college. Therefore, among all kind communication you will ever have, probably the resume and application letter will be the most important for you.

#### Q-1 What is a RESUME?

A resume (pronounced as rez-oom-ay) is a record of one's personal and professional details.

It is a document that introduces you i.e. the applicant to your prospective employer or trainer.

It tells them who you are, what you have done, and why they should hire you for the job .

Your Resume should:

- mention career goals and specific job objectives.
- reveal your adequate knowledge about the company being approached.
- explain how your qualifications and experience are suitable for the job you are seeking.
- give evidence of excellent writing skills.

#### Q-2 Explain Importance of Resume ?

The importance of a good resume must never be underestimated.

- a. First impressions are important. The rest impression that you make on a prospective trainer or employer depends on the content and presentation of your resume.
- b. In this increasingly competitive job market, it is imperative that your resume makes an impression and gives you the best possible chance of getting the employer's or trainer's attention.

However the resume is incomplete without a cover letter.

A **cover letter** is a letter that accompanies the resume and reflects your knowledge of the employer or trainer. Its purpose is to introduce you to an organization, convey your interest in the company or a special vacancy, and draw attention to your resume.

Since this letter is often the best contact you have with a prospective employer or trainer, a neat, concise, well-written letter will increase your chances of getting an interview.

#### Q-3 Explain format of Resume?

There are 3 different formats that you can choose from, when deciding on how your resume should be displayed:

## 1. A chronological resume

The chronological resume format is the most commonly used. **It lists your most recent work or education history in reverse chronological order i.e.** With your most recent work or education history is listed on top. This type of resume places more emphasis on **your job titles** and your **employment history over your skills**.

### THINGS TO BE INCLUDED IN RESUME IF YOU ARE APPLYING AS A STUDENT OR A JOB APPLICANT

S.NO.	RESUME FORMATS FOR STUDENTS WITH SUBHEADINGS	RESUME FORMAT FOR JOB APPLICANTS WITH SUBHEADINGS
1.	Name and contact details	Name and contact details
2.	Objective Summary	Objective Summary
3.	Academic Qualifications and Achievements	Career summary
4.	Co-curricular Achievements	Professional experience <b>Company 1</b> Job title Responsibilities/Achievements <b>Company 2</b> Job title Responsibilities/Achievements
5.	Training Programs attended/completed	Educational Details
6.	Strengths	Hobbies / Interests / Skills (optional)
7.	Interests/Hobbies/ Skills (optional)	Personal Details
8.	Personal Details	

## 2. A functional resume

- The functional or skill-based resume **places more importance on your skills and accomplishments**.
- Job titles and where you have worked previously take on secondary importance.
- These resumes showcase your skills and experiences and are most suited for people who have gaps in their career.
- This type of resume is also ideal for fresh graduates, who are new to the workforce, or are looking to change career paths, or are applying for a job with very specific requirements and characteristics in mind.

## 3. Combination resume

- A **mix of the chronological and functional formats** is known as combination resume.
- They consist of a sequential list of a person's employment and educational history.
- It also includes a section that focuses on skills.
- This kind of resume is best suited for people who want to highlight their employment history.
- **A combination resume begins with the functional format and finishes with information of employment history which provides details of organisations one has worked for with dates.**

**Q-4 What are the things mandatory in a Resume?****Ans.**

1. **Contact Information** – It is extremely important to supply your contact details on your resume. Do not forget to include your mailing address, telephone or mobile number and your email address.
2. **Career Profile** – A brief summary of your skills and areas of expertise should be included to give the potential employer an idea as to what you can do.
3. **Work Experience** – As much as possible, include all your work history experience, detailing the company, job title, responsibilities and the dates of the companies where you are currently working or previously associated with.
4. **Education** – Include details of your education, including licenses or certifications you have acquired.
5. **Skills** – Mention any relevant skills in terms of software and hardware systems and other technical skills.

**What are the Points to remember while writing a resume:**

- A. **Keep the format simple** and readable.
- B. Restrict your resume to minimum number of pages. Try to **keep it short and crisp** to avoid boring your prospective employer or trainer.
- C. Clearly **state your objective**.
- D. Provide correct information. **Avoid exaggerations and untruths** as the employers or trainers may verify what is written in the resume.
- E. **Organise the information in a manner that flows logically**, either from academics to job experience **for Resume Writing**.
- F. **Tone should be neutral**; no bias towards any community/religion.
- G. Ensure there are **no grammatical errors**.
- H. **Highlight your achievements** instead of responsibilities.
- I. Unless asked for, **do not mention the expected salary** in the resume.

**SAMPLES OF RESUMES****Sample 1 (Chronological Format)**

MOHIT MEHTA

822, SFS Flats, Santa Cruz

Mumbai - 220045

Phone: 98XXXXXXX

Email: mohitmehta@abc.com

**OBJECTIVE:**

To be associated with an organisation that will offer to me tremendous opportunities for growth in career and provide a challenging environment that will utilise my accounting skills and abilities to the maximum.

**SUMMARY:**

More than 13 years of experience in both practical and managerial aspects of the job.

Possess a flawless understanding of fundamental concepts in accounting.

Exceptionally good at application of accounting concepts in a varied manner. Extensive experience in accounting practices to explore the various facets of the economy.

Excellent communication and comprehension skills.

In-depth knowledge of foreign policies and trade policies followed by various nations across the world.

#### EXPERIENCE:

##### **2004 – PRESENT CHARTERED ACCOUNTANT**

Audit and Taxation Department

XYZ & Associates,

Bandra, Mumbai

Dealing with different clients to understand their trading scopes and status of accountings.

Managing their financial systems and budgets.

Performing periodic financial audit .

Preparation of reply to notices of Income Tax Authorities.

Preparation of Sales Tax, Service Tax and Wealth Tax Returns of various clients.

Conducting regular meetings with the senior management.

Providing expert financial advice for the decision making process.

##### **2001 – 2004 INTER QUALIFIED CHARTERED ACCOUNTANT**

Direct Taxation Department

Goel & Associates Chartered Accountants

Pitam Pura, Delhi.

Worked as a core team member of engagement teams for statutory audits, and Tax Audits to clients across varied sectors of the industry

#### **EDUCATION:**

2004 CA – FINAL

ICAI, Mumbai

2001 CA PCE

ICAI, Delhi

1998 CA CPT

ICAI, Delhi

2000 B.Com. (Pass)

Hansraj College

Delhi University

1997 Class XII (CBSE)

K. D. Public School  
Shalimar Bagh  
Delhi

1995 Class X (CBSE)

K. D. Public School  
Shalimar Bagh

### **Delhi SKILLS**

Well versed with MS office

- Working knowledge of Tally
- Completed compulsory 250 hrs of Computer Training as per ICAI curriculum schedule.  
Updated with all the latest computer applications and softwares

### **PERSONAL DETAILS:**

**Date of Birth :** 15 July, 1980

**Marital Status:** Married

**Languages Known:** English, Hindi, Bengali, Marathi

**Permanent Address:** 822, SFS Flats, Santa Cruz Mumbai - 220045

### **DECLARATION**

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date: 19/09/2014

Place:

(MOHIT MEHTA )

**Sample 2 (Functional Format)**

NAVKAR  
*A Symbol of Success*

RAVI SHARMA

Phone: 917 – XXX – XXX

Email: ravi sharma @gmail.com

Address: 98 Green Meadows, Mangalore, Karnataka.

Birthday: September 3, 1993

### **CAREER OBJECTIVE**

Seeking a challenging career with a progressive organization that provides an opportunity to utilize my technical skills & abilities in the field of information technology (IT).

### **TECHNICAL SKILLS**

Hardware troubleshooting

Network troubleshooting

Programming (Java, C++, Visual Basic, Android Programming Language)

Microsoft Office (MS Word, Excel, Powerpoint, Internet, etc)

Adobe Creative Suite (Photoshop, In Design, After Effects, Dreamweaver)

**PERSONAL SKILLS**

Excellent written and verbal communication skills  
Highly organized and efficient  
Ability to work independently or as part of a team  
Proven leadership skills and ability to motivate

**EDUCATION****B.Tech in Information and Communications Engineering (2010 – 2014)**

M.J. Institute of Technology  
Boni Avenue, Mangalore, Karnataka

**ACHIEVEMENTS/RESPONSIBILITIES**

- President, Association of Computer Students (2013 - 2014)
- Lay-out Artist, The M.J. Student Magazine (2012 - 2014)

PRE-PROFESSIONAL EXPERIENCE Technical Support Intern - IT Department

ABC Business Services, Mangalore, Karnataka (June 2013 – Feb 2014)

Provided Level 1 support, handled troubleshooting and maintenance as well as monitoring and deployment of IT

**REFERENCES:**

Will be provided upon request.

**DECLARATION**

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date:

Place:

(RAVI SHARMA)

Sample 3 (Combination Format)

SALMAN KHAN

1207, Minto Road

Pune, Karnataka.

Tel: 954XXXXXXX / email: salman@ymail.com

**CAREER OBJECTIVE**

Seeking to work for a progressive organisation at the post of a **Laboratory Technician, Junior Technologist or Quality Control Assistant** within the Food Processing, Pharmaceutical or Chemical Manufacturing industry which will provide opportunities to utilize my skills & abilities.

**SUMMARY OF QUALIFICATIONS**

In-depth understanding of the manufacturing process of Foods and Pharmaceuticals including Research, Product Testing, In-Process Control, Production Planning, Process Operations, Statistical Quality Control, Experimental Techniques, Product Development and Technical Documentation.

Have a hands-on training and laboratory experience along with the competency to conduct detailed experiments and testing, interpret their results and prepare written reports for them.

I am an enthusiastic, industrious and creative individual and possess strong analytical, investigative, decision making, and communication skills.

### **EDUCATION**

JINDAL COLLEGE OF APPLIED ARTS

Pune, Maharashtra.

B. Tech in Food and Drug Technology (3 year Undergraduate Programme)

Major Areas of Study:

Practices of Food Manufacturing

Processing Operations

Statistical Quality Control

Pharmacology

Analytical Chemistry

Food Science & Nutrition

### **OVERVIEW OF SKILLS AND EXPERIENCE ACQUIRED THROUGH TRAINING**

Carried out detailed analysis of foods utilising modern instrumentation.

Identified possible risk factors such as toxins, contaminations and foreign bodies using practical applications of microbiology in testing pharmaceuticals and foods.

Carried out tests on numerous products in a laboratory for quality and product substitution.

Studied in depth about the rules and regulations that control the market..8

Employed techniques of analysis involving electrochemical, spectroscopy, gas chromatography, and high-pressure liquid chromatography (HPLC).

### **EMPLOYMENT EXPERIENCE**

JB CHEMICALS, Pune, Maharashtra 2005 - 2017

Sales Manager (full – time)

Ensured that excellent service was provided to customers after identifying their needs and providing appropriate product information.

Tracked, recorded and verified the shipping of products from warehouses across the country. Was awarded

“Most Promising Employee” and “Pinnacle Award” for reliability and commitment to delivering great

customer service.

### **COMPUTER SKILLS**

Proficient in the use of advanced testing instruments including XYZ Testing Suite.

Expert in the use of Microsoft Word, Excel and PowerPoint.

Possess the ability to quickly and independently learn new computer applications.

### **REFERENCES**

Available upon request



**DECLARATION**

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date:

Place:

Salman khan

**Format of a Cover Letter**

A cover letter must give the recipient a reason to be interested in you. It must also explain why you are interested in the position and the organisation.

Cover letters / Job applications a type of formal letter, therefore, they follow a similar format.

Given below is a basic outline for the cover letter.

**Sender's Address**

**Date**

**Designation / Name of Addressee**

**Address of Addressee**

**Salutation**

**Subject**

**Content****1. Introduction:**

The lead sentence should **state the position you are pursuing**. Also **mention how you learnt about the opportunity** or the company.

**2. Body:**

**Highlight the most relevant skills and experience** from your resume.

This section of your cover letter should contain a detailed description of what you can offer to the company.

Therefore, you must **make strong associations between your capabilities and the requirements mentioned in the job description**.

Highlight and explain clearly how and why your skills and experience make you a suitable candidate for the job. **Also** Explain why you are interested in the job, and convey your awareness of what the company does to show that you have done careful research already.

**3. Conclusion:**

Conclude your application letter by thanking the employer for considering you for the position. **Include information on how you will follow-up**, when can an interview or face-to-face interaction be done .

**Complimentary Close**

Signature

(Name in Capital letters)

### Sample

B-343, First Floor  
Gandhi nagar  
Udaipur ,RAJASTHAN  
manika .verma@abcmail.com

July 20, 20XX

H.R. Manager

Air Atlantic

237, Safdarjang Enclave

Delhi

Dear Ms. Giri

**SUBJECT: Application for the post of Flight Attendant**

This is with reference to your advertisement in 'The Times of India' dated July 15, 20XX for the post of Flight attendant in Air Atlantic. I wish to apply for the same. I am confident that my dynamic customer service and teamwork skills will make me a strong member of your crew.

My extensive experience in the customer service industry has taught me the value of providing positive, individualized service to all customers. As a restaurant host, I made sure to promote each guest's comfort and well-being. As an award-winning sales representative, I worked one-on-one with customers to ensure that all of their questions about products were answered and that each customer felt listened to. I would bring this positive energy and hospitality to my job as a flight attendant at Air Atlantic.

My experience and strength as a team player will also make me a strong crew member. As a host, I had to be in constant communication with the wait staff, the kitchen, and the management. My positivity and clear communication skills helped strengthen our team's efficiency and sense of community.

I know I would be an integral part of the dynamic crew at Air Atlantic.

I would love the opportunity to speak with you about how my skills and experience would make me an asset to your flight crew. I will call you in a week to discuss how I can contribute to Air Atlantic. Thank you so much for your time and consideration.

Sincerely

Manika

(Manika Verma)

**What are the Points to remember while writing a cover letter:**

- **A. Use correct format** .i.e. the format of a formal letter.
- **B. Do not repeat information** provided in your resume.
- C. Keep it **short** and to the point.
- **D. Mention** what **post or course** you are applying for.
- E. Explain why you are interested in the job/course and the company/institution.
- **F. Draw attention to your suitability** for the post.
- G. Lay the groundwork for further contact.

## CLASS WORK

- Q-1** You are Mitali / Mitanshu Joshi, a resident of Green Park, New Delhi. You have recently come across an advertisement from NDTV in The Hindustan Times for the post of a senior journalist. Draft a resume along with a cover letter in response to the advertisement.
- Q-2** You are Suresh/Smita. You come across the following advertisement in a national daily. You consider yourself suitable and eligible for the post. Write an application in response to the advertisement. Attach your resume.
- Applications are invited for the post of a Nursery teacher in a reputed school of Delhi. The candidate must have at least 5 years' experience of teaching tiny-tots. The applicant must have a pleasant personality.
- He/she should be creative and innovative. Attractive salary. Interested candidates should apply to The Principal, AKS International, Indirapuram, New Delhi within 10 days with detailed resume.
- Q-3** Draft a resume for a fresher with a Bachelors degree in Commerce, applying for a job in finance. He / she has no work experience.
- Q-4** Draft your own resume using the chronological format.
- Q-5** Make a friend's resume, who has been in the corporate for about six years and has changed two jobs in this time span. Use the functional or skill based format to draft the resume.

## HOME WORK

- Q-1** Draft a Resume for applying for the position of a Article - Trainee in a CA firm?
- Q-2** Draft a Resume as a Senior computer- Analyst in a I.T company?





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