

Trends in Resumes and Cover Letters

For NCEEA, April 29, 2010


by Dr. Kate Duttro,
Career Change for Academics

Resumes in the 1990s

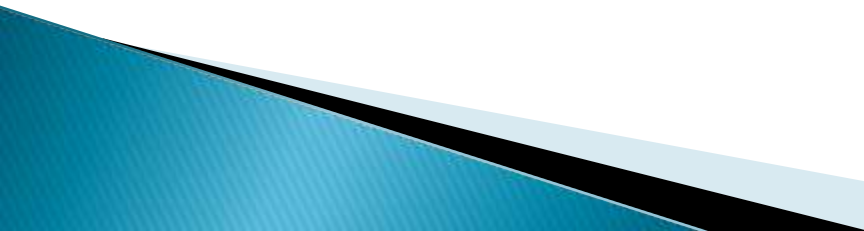
- ▶ Chronological
 - ▶ Functional
 - ▶ Hybrid / Combination

 - ▶ Varying degree of targeted focus


 - ▶ Electronic and/or paper requests common

 - ▶ Cover letters seen as necessary, more likely to be individualized
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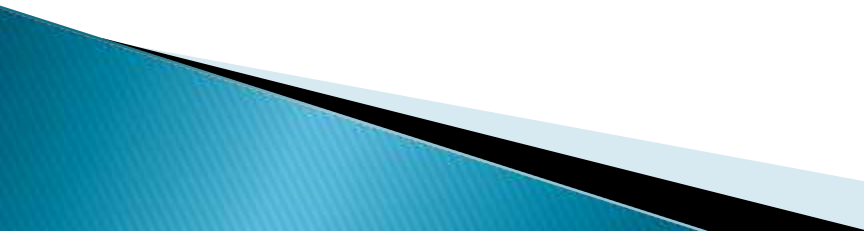
What Changed (about 2000)?

- ▶ Majority of resumes were delivered online, both to company websites & job boards.
 - ▶ Job Boards began growing dramatically
 - (especially Monster & CareerBuilder), as newspapers lost ad revenue.
 - ▶ Inexpensive home internet connections made it easy to send more resumes, just in case....
 - ▶ Advertised jobs began drawing hundreds to thousands of resumes for each job.
- 

Recruiting Arms–Race?

- ▶ Small recessions & 9/11 made companies cautious about adding employees.
 - ▶ ATS developed, proliferated & became more affordable.
 - ▶ Keyword searches could micro–target multiple, specific criteria for employees.
 - ▶ Employers with a glut of resumes, could keyword search for 10–20 criteria and find 20–30 applicants.
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What This Means to Applicants

- ▶ Resumes have to be heavily customized to make it through a system designed to screen them out
 - ▶ Cover letters are seldom included in ATS
 - ▶ Cover letters are less likely passed on to hiring managers
 - ▶ Hiring managers are reading resumes in 15 seconds or less, and even less likely to read cover letters
 - ▶ Networking remains VERY important
- 

The Screening Process

What actually happens when
you
send off the resume?

(The importance of CONTEXT)



Resume Screening

- ▶ When you send the resume –
 - Online application box without cover letter → e db
 - Email with cover letter → e db
 - Paper with cover letter
 - May be sent to Hiring Mgr.
 - May be sent to HR and may be scanned into e db

Note:

e db = electronic database

ATS = Applicant Tracking System

Keyword Searches of e db

Most organizations e-screen (using ATS)
100s of resumes to get 50

Then

- assistants (of Hiring Mgr. or HR)
- use job description and computer to find matching description


To get 10 (+/-) for the Hiring Mgr.



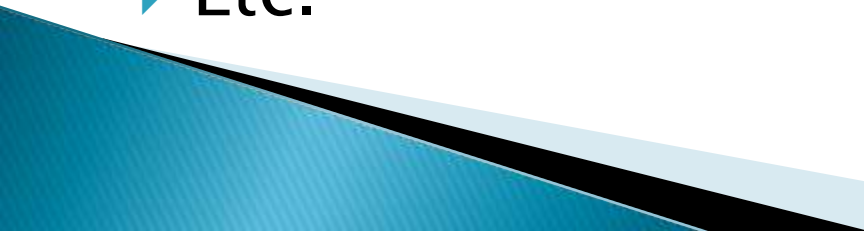
Context of the Assistant



How much does the assistant actually read?

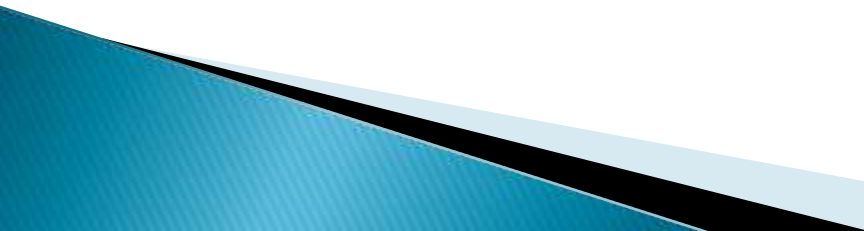
- ▶ A. All of the resume
 - ▶ B. Most of the resume
 - ▶ C. The whole first page
 - ▶ D. The top 2/3 of the first page
 - ▶ E. The top 1/2 of the first page
 - ▶ F. The Summary on top of the first page
- 

It depends.....

- ▶ How large the screen is
 - ▶ How much time the assistant has
 - ▶ How many resumes the assistant has read so far
 - ▶ How well formatted the resume is
 - ▶ Whether there are visible errors (typos, misspellings, etc.)
 - ▶ Whether applicant has demonstrated match with job description early on 1st page
 - ▶ Etc.
- 


SO –

The top $1/2$ to $2/3$
of the 1st page
is critical space
to show match
in content



(General Resume Principle)

LESS IS MORE



When you want to emphasize

Something 2010


(surround it with space)

Or **bold the typeface** to help
it stand out among the other words
around it.




What words stood out
in the last slide?

More is Less


- Communicate effectively in English, orally and in writing
 - Have biology training/background
 - Collect data and maintain records precisely according to standardized protocol
 - In excellent physical shape
 - Able to persevere under stressful conditions
 - Can work outdoors, day and night in isolated conditions, and in adverse weather.
 - Walk in the sand up to 10 kilometers/night; climb rocks; stoop, kneel and stand on soft substrate and in cramped conditions.
 - Have a strong work ethic
 - Able to work all night and on weekends
 - Operate communications equipment properly (cell phone, hand-held VHS radio, marine radio)
 - Able to swim; crew a boat in open water conditions
- 

What words stood out
in the last slide?

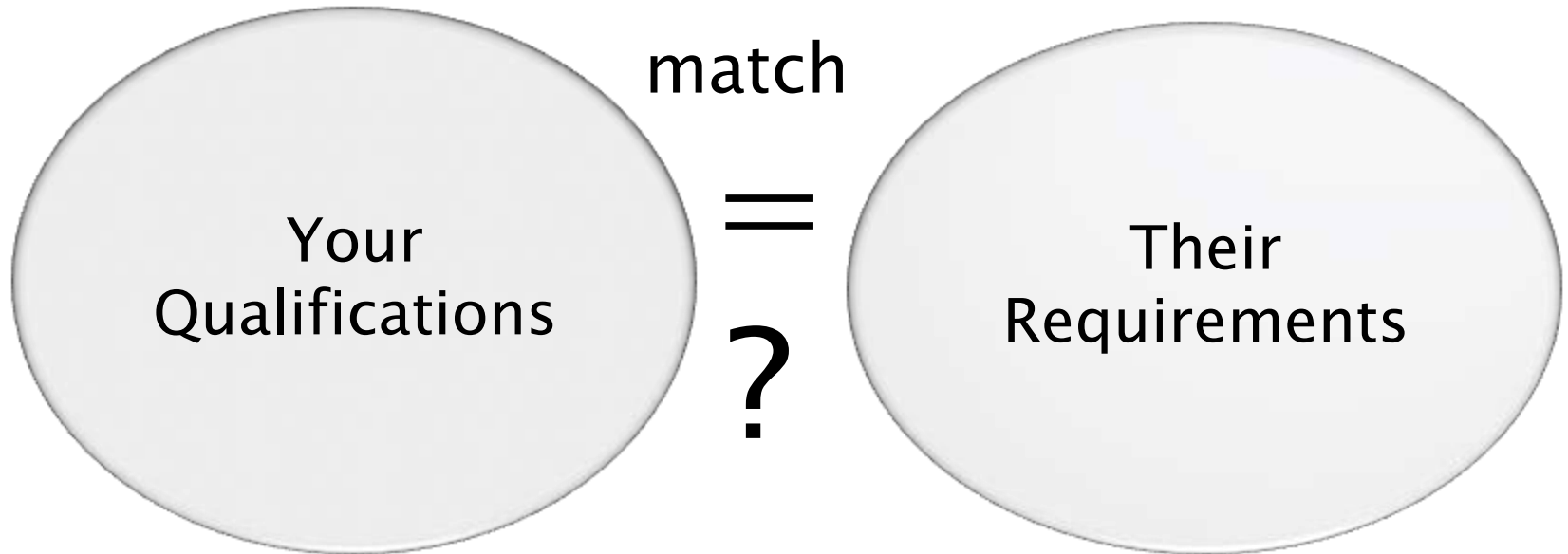


IS

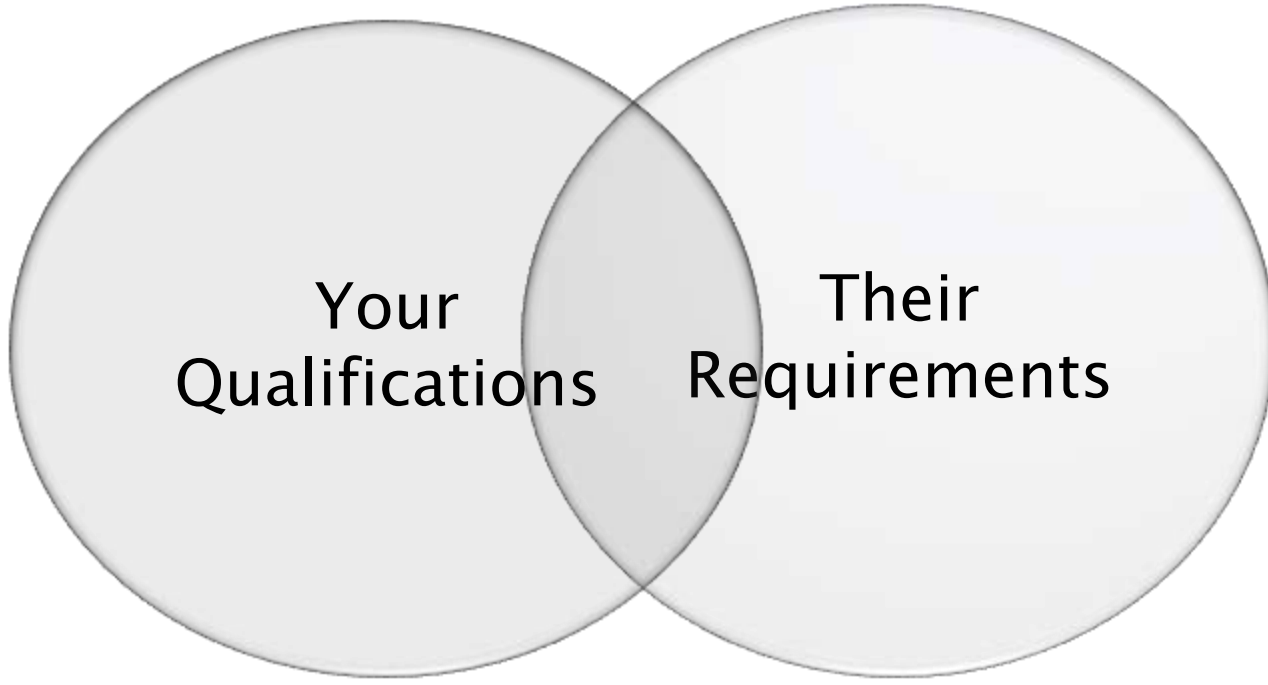
the content match
immediately apparent
on the top 2/3 of
the first page?



Do



?




Your
Qualifications

Their
Requirements

?

Your
Qualifications
Their
Requirements

Get Their Attention

- ▶ Analyze the job – what they need/want
 - ▶ Analyze your value – to them
 - ▶ Articulate – how you match their need
(using their own words)
 - Hard Skills
 - Experience
 - Knowledge
 - Soft Skills
- 


Two-Column Format

Their Requirements (from their Job Description)	My Qualifications (from your Kitchen Sink Resume)


Analyze the Job

- ▶ **Buck Island Sea Turtle Research Program Research Assistant, (US VI)**
Description of job – etc., etc., etc.
- ▶ **Qualifications Required – Must:**
 - **Communicate effectively in English**, orally and in writing
 - **Have biology training/background**
 - **Collect data and maintain records precisely according to standardized protocol**
 - **Be in excellent physical shape**
 - Be able to persevere under stressful conditions
 - Work outdoors, day and night in isolated conditions, and in adverse weather.
 - Walk in the sand up to 10 kilometers/night; climb rocks; stoop, kneel and stand on soft substrate and in cramped conditions.
 - **Have a strong work ethic**
 - Be able to work all night and on weekends
 - **Operate communications equipment properly (cell phone, hand-held VHS radio, marine radio)**
 - **Be able to swim; crew a boat in open water conditions**

Analyze Yourself – Kitchen Sink Resume

- ▶ For your eyes only – any length
 - ▶ Chronological or reverse-chronological
 - ▶ Include EVERYTHING, especially accomplishments = your whole life
- 

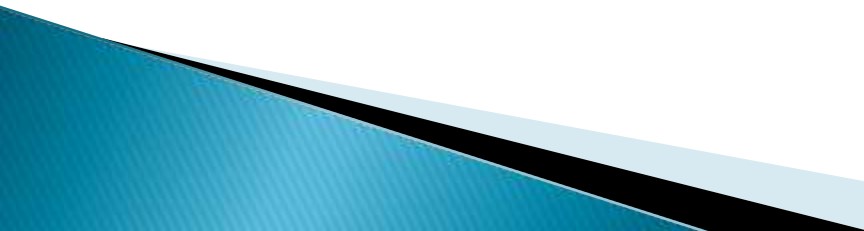
Analyze Yourself – Kitchen Sink Resume ²

- ▶ Include Strengths/Skills you WANT – & don't?
 - ▶ “ travel, languages, adventures
 - ▶ “ any assessments, personality/career
 - ▶ “ hobbies, interests, significant events
 - ▶ “ early career dreams
- 

2-column format

Their Requirements	My Qualifications
Master's degree	Master's degree in Marine Affairs, focus on marine conservation & policy
1 year experience in conservation biology and policy	Internship – Naturalist and Environmental Policy Analyst, The Nature Conservancy, Seattle, WA (9 months)
Extensive experience communicating ecological issues to the public	*Two summers leading discussions on Ecology Camp Projects (daily, groups of 12 gifted high school seniors) at Point Defiance Zoo & Aquarium, 1999 & 2000 * Facilitated public meetings, hearings & workshops for Co. Planning Commission, Board of Supervisors and community groups on proposed wetland codes, Jefferson County, WA (1 yr.)
Demonstrated research skills in environmental conservation	Directed research, published paper and presented results at Puget Sound Marine Protected Areas Conservation Group Meeting to regional marine professionals

Typical Resume Sections

- ▶ Header
 - ▶ Objective / Sum of Quals / Personal Brand Stmt
 - ▶ Education
 - ▶ Relevant Experience / Employment
 - ▶ Additional Information (Other Relevant Info.)
 - Activities, Honors, Interests, Hobbies, etc.
 - Specialized Computer Skills
 - Travel, Work / Study Abroad, Languages
 - Self-Employment, Special Projects
- 

Header

Employer looks for	You demonstrate
How to contact this person	Complete information, clear
	Name large and clear, professional
	Address(es), best phone number, “professional” email, best website profile and/or LinkedIn

Header

Timothy Ferriss–Wheel

4356 78th Street, #9A, Seattle, WA 98105

206–123–4567, Cell 206–987–6543

timothy.ferris@timothyferriss.com, www.timothyferriss.com

<http://linkedin.com/in/timothyferris>



Objective/Sum of Quals./Personal Brand Stmt.

Employer looks for	You demonstrate
Does this offer match my need?	A promise to fill their need
NOT	Challenging position in progressive organization that needs my skills and provides opportunities to grow.
<p data-bbox="112 596 645 644">Maybe Match Job Title:</p> <p data-bbox="112 711 703 758">Better Match to Job Desc:</p> <p data-bbox="112 765 938 925">Skilled policy analyst with outreach experience and community mediation</p> <p data-bbox="112 1053 938 1382">Effective facilitator with experience coordinating diverse groups – scientists, government agency staff, environmental organizations, business associations and property owners</p>	<p data-bbox="981 596 1779 696">Director, Marine Protected Area in North Pacific Ecozones</p> <p data-bbox="981 765 1798 982">*Skilled Policy Analyst with hands-on experience at community level and advanced training in mediation</p> <p data-bbox="981 1053 1812 1382">*Effective Facilitator, experienced with diverse groups, including scientists, government agency staff, environmental organizations, business associations and property owners</p>

Job Description :

Qualifications Required – Must:

- Communicate effectively in English, orally and in writing
- Have biology training/background
- Collect data and maintain records precisely according to standardized protocol
- Be in excellent physical shape
- Be able to persevere under stressful conditions
- Work outdoors, day and night in isolated conditions, and in adverse weather.
- Walk in the sand up to 10 kilometers/night; climb rocks; stoop, kneel and stand on soft substrate and in cramped conditions.
- Have a strong work ethic
- Be able to work all night and on weekends
- Be able to lift and move heavy objects
- Operate communications equipment properly (cell phone, hand-held VHS radio, marine radio)
- Be able to swim; crew a boat in open water conditions

Summary of Qualifications

- BS, **Biology**, University of Delaware, DE
- As whale-watch boat guide,
 - **Communicated effectively in English**
 - **Operated communications equipment (cell phone, hand-held VHS radio, marine radio)**
 - **Crewed small boats in open water conditions**
- As graduate student at UW SMA, **collect data and maintain records precisely according to standardized protocol**
- **Excellent physical shape, and strong work ethic**
- **Advanced lifesaving certificate, able to swim in all conditions**

Education

Employer looks for	You demonstrate
Is this person knowledgeable (& certified so by accredited/official institution/organization)	Your relevant knowledge, training
	Formal degree titles, institution, location, year granted (or month/year expected)
	Related educational projects, internships, and other related educational activities
	Sub-categories can include relevant courses, papers, thesis, scholarships, awards, distinctions, other training, etc.

Education

- ▶ **Master of Marine Affairs, UW, Seattle, WA**
(expected June 2010)
 - Certificate in Conservation Biology Policy
- ▶ **Bachelor of Science, Biology, Duke University, 2007**
 - Summa Cum Laude, 2007
- ▶ **Inter-University Language Program for Chinese Studies (Stanford Center/National Taiwan University), 2004–5**
 - Conversant in Mandarin Chinese

Education

- **Master of Marine Affairs, University of Washington, Seattle, WA (expected June, 2010)**

OR

- ▶ **Master of Marine Affairs, School of Marine Affairs, University of Washington, 2008**
 - **Concentration: Fisheries & Marine Mammal Management, Analysis of Environmental Policy Implementation**

Relevant Experience / Employment

Employer looks for	You demonstrate
Evidence of potential, abilities, results and benefits	*Accomplishments, specific, measurable and relevant to work required *That your highest and best use matches the needs of the job
Personal qualities that add value (Will we <u>like</u> this person?)	Attitude, creativity, energy, enthusiasm
The least risk to hire (Does this person want to work here?)	Commitment

Experience – Employment – Etc.

Market Research Analyst, *Todd Pacific Shipyards, Seattle, WA, Summer 2000*

Developed and implemented market research project analyzing \$2 billion ship repair market

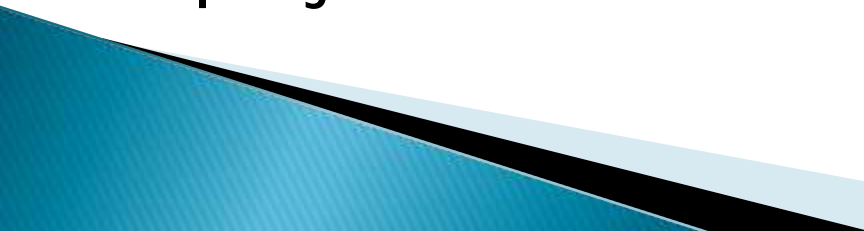
- * Researched, defined, assessed and analyzed local and regional markets
- * Designed database to track qualitative information and compiled spreadsheet analysis of quantitative data
- * Presented detailed, 79–page report and charts to satisfied client

Skills / Interests / Additional Info.

Employer looks for	You demonstrate
Relevant information that adds value	Relevant information that adds value
	Related skills and accomplishment, experience from internships, jobs, sports, related training, interests, travel , leadership, sports - etc.
	Portrayal of meaningful work / initiatives described on website &/or portfolio
	Skills list, technology, languages, management, relevant interests

Skills / Interests / Additional Info.

Organizational Skills and Data Management

- ❑ Designed sampling methods and database for 2003 Cook Inlet Beluga calf study
 - ❑ Managed addition of 20,000 photos and data to North Pacific Humpback Whale dbase
 - ❑ Planned, budgeted and tracked purchases for two large field research trips (15 people)
 - ❑ Planned, budgeted, purchased, produced 500 kits for Cetacean Tissue Collection project
- 

Translate: Jobs → Tasks → Skills

- ▶ **Job** of Teaching Assistant
- ▶ **Tasks** = Lecturing, office hours, grading papers & exams, maintaining class records & grades, collaborating with other TAs, meeting/coordinating with faculty advisors, developing outside projects

Skills of Grading Papers & Exams

- Knowledge of specific complex technical material
- Knowledge of grading standards of excellence
- Application of standard evaluation to knowledge displayed
- Judgment in assessing whether particular tested communications reach that standard
- Maintaining accurate accumulating records

Translate: Jobs → Tasks → Skills


▶ **Job** of Teaching Assistant

Tasks = Lecturing, office hours, grading papers & exams, maintaining class records & grades, collaborating with other TAs, meeting/coordinating with faculty advisors, developing outside projects

▶ **Skills** of Lecturing

- Preparing concise explanations of complex, technical material for a novice audience
- Prioritizing and editing materials for relevance to learning objectives
- Public speaking
- Creation of appropriate media to supplement and amplify lecture content using computers, video, audio, etc.
- Handling emerging issues and questions raised in lecture

Bottom Line (for now)

- ▶ Analyze your skills, knowledge, abilities
 - ▶ Analyze the job description
 - ▶ Research the organization problems/culture
 - ▶ Customize each resume to the job requirements = expert rather than generalist
 - ▶ Use actual words of job description
 - ▶ Keep zero tolerance for errors
 - ▶ Keep cover letters brief, zero errors
 - ▶ **Exception to all the rules** in small organizations – and based on inside knowledge from networking
- 

The Next Big Change

- ▶ Monster recently went live with its Power Resume Search
 - It “intuits” skills from a job title
 - It ranks and re-ranks candidates depending on recruiter skill requirements & experience
 - It “understands” many more terms and titles than previous ATSs
 - It assumes more skills from job titles, without recruiters having to list all the terms
 - It is a premium service (> \$800 for 2-week search)
 - (Monster’s \$100 million investment)

More information #1:

- ▶ **LinkedIn Groups** – Career Change Central for Phil Rosenberg discussion.
- ▶ **Also see other groups** – Career Counselors Network, Career Services Professionals, Career thought Leaders Consortium, National Employment Counseling Association, National Career Development Association
- ▶ Review of <http://www.ere.net/2009/11/19/monsters-new-resume-search-is-a-winner/> with 40 comments as of April 28 –
- ▶ ERE also has related articles and lots of other tabs with recruiter-info stuff – directory, network (discussion groups, feedback), webinars, blogs, events, etc. –
- ▶ Some Examples
- ▶ <http://www.ere.net/webinars/>
- ▶ for example, this one <http://community.ere.net/blogs/> linked to this one <http://blog.alstin.com/alstin-exclusive-an-interview-with-peter-weddle>
- ▶
- ▶ Monster's Power Resume Search – Overview (29pp)
- ▶ http://media.monster.com/id/training/JobAidsPRS/Download_Entire_User_Guide.pdf
- ▶ Test Drive of Monster Power Reume Search <http://hiring.monster.com/resumearch/resumearchtestdrive.aspx><http://hiring.monster.com/resumearch/enhancedresumearch.aspx>

More Information 2:

- ▶ Note that this one is NOT Monster's Search, but is another example of current attempts to improve AST for recruiters.
- ▶ Video on Semantic Search Recommendation Tool—not the same as Monster – <http://vimeo.com/11241659> including description -- Our recruiting keyword recommendation engine helps recruiters to reduce the recruiting process by recommending job keywords. The system has over 38 job categories that contain a total of over 100,000 keywords. By searching job keywords and getting job keyword recommendations, the tool helps recruiters and sourcing to export keywords into a resume database to find better candidates.
We utilize semantic search that diagnoses over 500,000 resumes to get keyword recommendations from actual resumes. Recruiters can either export recommended keywords or use them to create resume search strings to find candidates on the open web.

More Resources 3:

- ▶ My main website is <http://careerchangeforacademics.com> (which is really more for my academic “tribe”)
- ▶ I’m also developing
- ▶ <http://SeattleCareerTrainer.com>
- ▶ (where I’ll be storing more information like this in future, more for my career colleagues)

Please stay in touch,

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