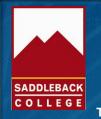# The 2010 Orange County Resume Survey

...information all job-seekers need!

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ehilden@saddleback.edu / www.saddleback.edu/ccld / 949.582.4575
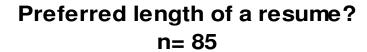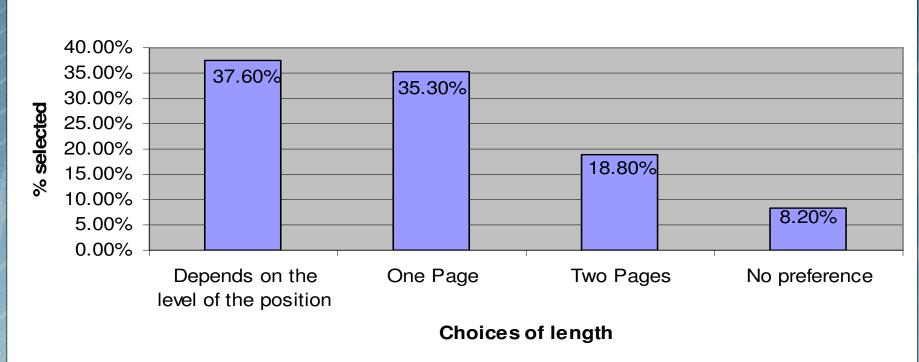
SURVEY DESIGN AND DISTRIBUTION

- Survey topics:
    - Resumes
    - Cover Letters
- 21 total questions in the survey
- 15 questions including:
    - 13 single-choice multiple option questions on resumes & cover letters
    - 2 questions about the survey participant role and volume of resumes received.
- 6 open questions used for qualitative analysis
- Survey was open from 3/29/10 to 4/27/10
- Survey was distributed by email to 2000+ existing employer contacts in Orange County and shared online via social networking sites including Linkedin.com and Twitter.
- This online survey was created using class climate.

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Results

Question 1: 'Preferred length of a resume?'
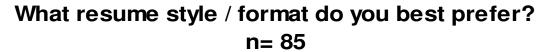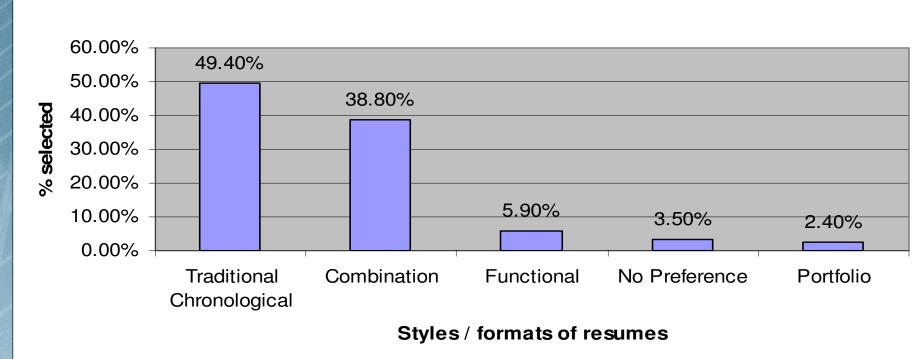
Preferred length of a resume?
n= 85

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Results

What resume style / format do you best prefer?

n= 85

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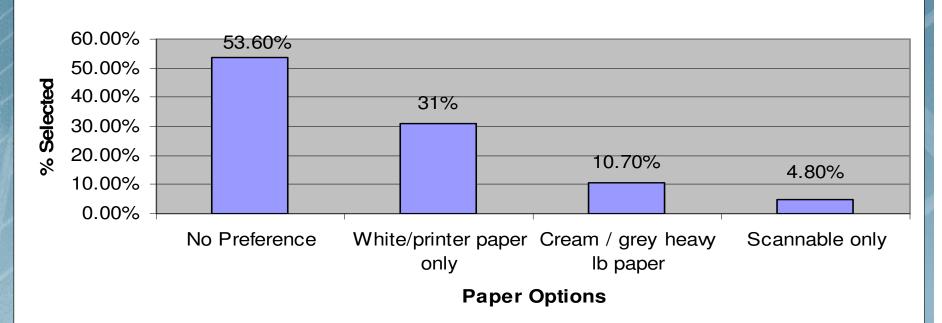
Results

Question 3: 'Resume paper? (if sent by snail mail, dropped off, or brought to interview):

Resume paper? (if sent by snail mail, dropped off, or brought to interview):

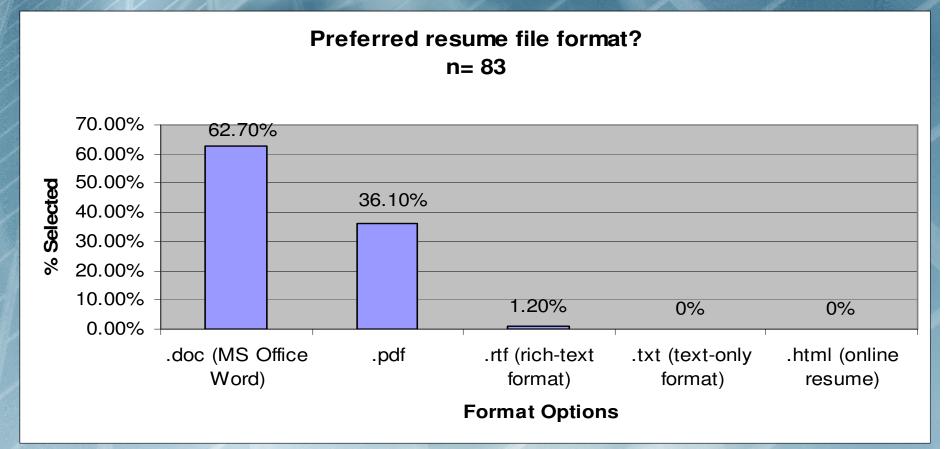**n= 84**

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Results

Question 4: Preferred resume file format?

Preferred resume file format?

n= 83

Bar chart titled "Preferred resume file format?" with Y-axis "% Selected" ranging from 0.00% to 70.00% and X-axis "Format Options":
- .doc (MS Office Word): 62.70%
- .pdf: 36.10%
- .rtf (rich-text format): 1.20%
- .txt (text-only format): 0%
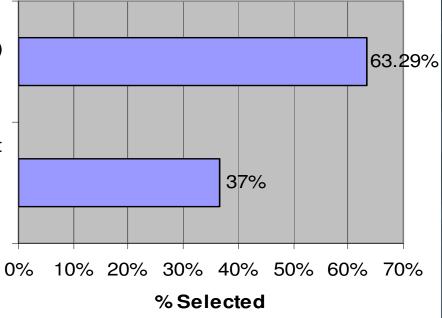- .html (online resume): 0%

Results

□ Question 9: Which of the following 'Objective Statements' do you prefer?

Which of the following 'Objective Statements' do you prefer?
n= 79

The position of (insert job title from recruitment) with (insert your company name) utilizing my excellent analytical and organizational skills. — 63.29%

'An entry-level position in the field of (insert your field) where my strong analytical and organizational skills can be utilized to the fullest' — 37%

Option

% Selected

0% 10% 20% 30% 40% 50% 60% 70%

Results

Question 10: Which of the following content features do you prefer?

Which of the following content features do you prefer?
n= 82

Chart — horizontal bar chart. Y-axis: "Resume feature". X-axis: "% Selected".

- Use of 'Bold' on employer names from candidate work history — 7.32%
- No preference — 29.27%
- Bold on both — 30.49%
- Use of 'Bold' on job titles from candidate work history — 32.93%

X-axis labels: 0.00% 5.00% 10.00% 15.00% 20.00% 25.00% 30.00% 35.00%

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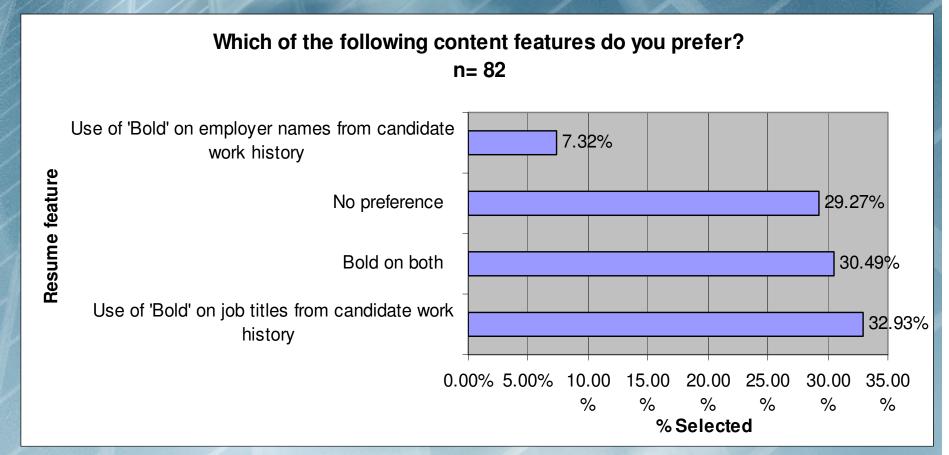**The Center for Career and Life Development / Saddleback College, Mission Viejo, CA**
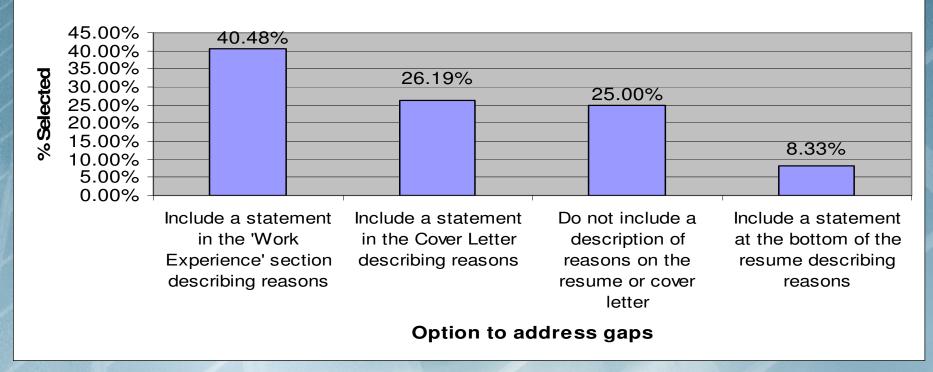
Results

☐ Question 11: If candidates have 'gaps in their employment history, what method should they use to address this?

If candidates have 'gaps' in their employment history, what method should they use to address this? n= 84
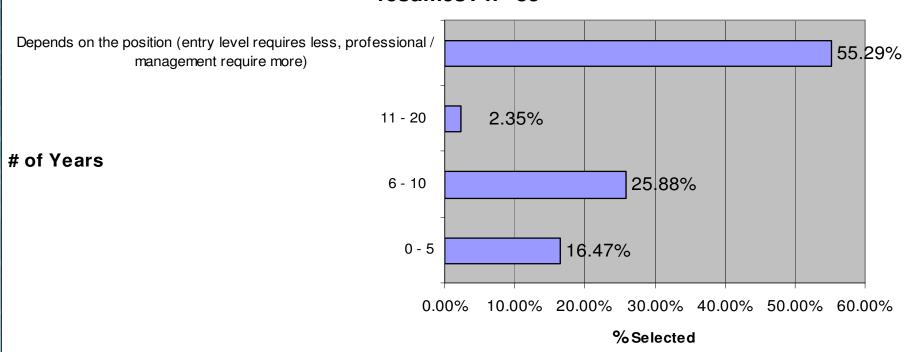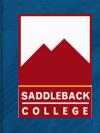

Bar chart — %Selected by Option to address gaps:
- Include a statement in the 'Work Experience' section describing reasons: **40.48%**
- Include a statement in the Cover Letter describing reasons: **26.19%**
- Do not include a description of reasons on the resume or cover letter: **25.00%**
- Include a statement at the bottom of the resume describing reasons: **8.33%**

Option to address gaps

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Results

- Question 13: How many years of experience do you like to see reflected on resumes?

**How many years of experience do you like to see reflected on resumes? n= 85**

# of Years

Category	%
Depends on the position (entry level requires less, professional / management require more)	55.29%
11 - 20	2.35%
6 - 10	25.88%
0 - 5	16.47%

0.00% 10.00% 20.00% 30.00% 40.00% 50.00% 60.00%

%Selected

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Results
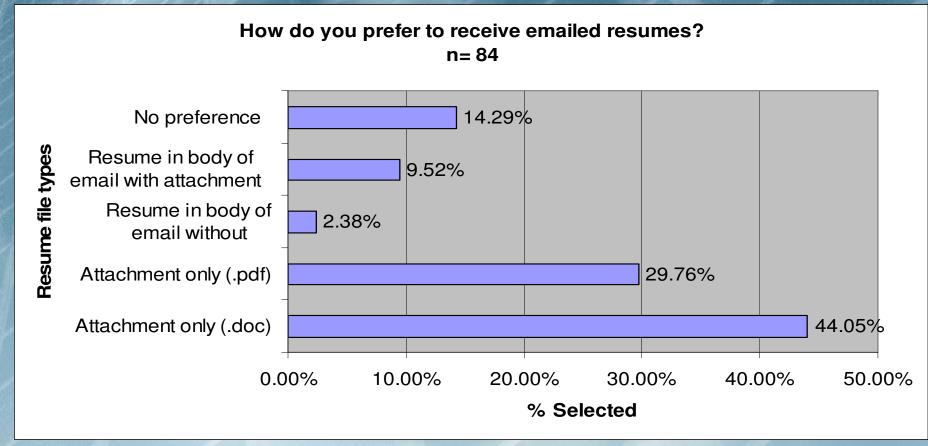
☐ Question 14: How do you prefer to receive emailed resumes?

How do you prefer to receive emailed resumes?
n= 84

Resume file types (y-axis)
% Selected (x-axis)

- No preference: 14.29%
- Resume in body of email with attachment: 9.52%
- Resume in body of email without: 2.38%
- Attachment only (.pdf): 29.76%
- Attachment only (.doc): 44.05%

x-axis: 0.00%, 10.00%, 20.00%, 30.00%, 40.00%, 50.00%

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Results

Question 15: Does your company use scanning / database systems to manage resumes?

Does your company use scanning / database systems to manage resumes? n= 85
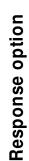

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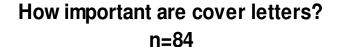
Question 16: How important are cover letters?
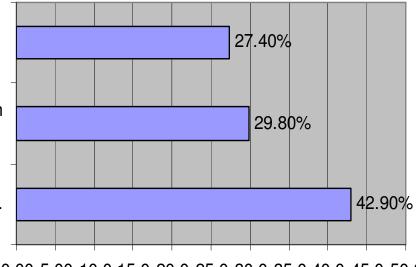
How important are cover letters?

n=84

Horizontal bar chart:

- No preference: 27.40%
- Not important, I don't have the time to read them anyway: 29.80%
- Candidates must submit a cover letter for each position.: 42.90%

Y-axis label: Response option
X-axis label: % Selected
X-axis scale: 0.00% 5.00% 10.00% 15.00% 20.00% 25.00% 30.00% 35.00% 40.00% 45.00% 50.00%

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Results
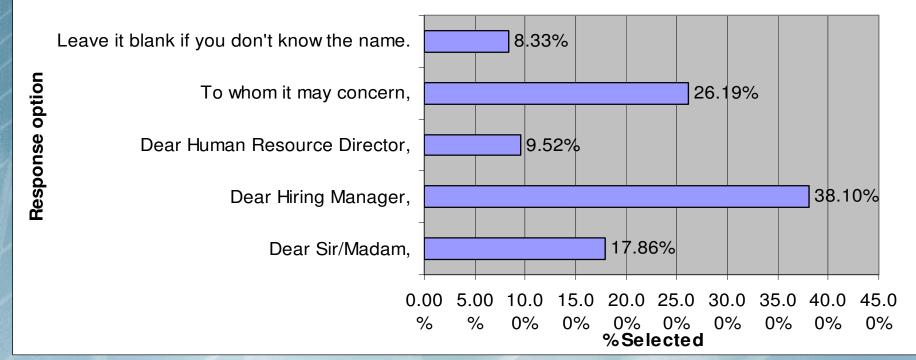
☐ Question 17: If candidates do not know who to send the cover letter to, how should they address it?

If candidates do not know who to send the cover letter to, how should they address it? n=84

Leave it blank if you don't know the name. — 8.33%

To whom it may concern, — 26.19%

Dear Human Resource Director, — 9.52%

Dear Hiring Manager, — 38.10%

Dear Sir/Madam, — 17.86%

Response option

%Selected

0.00% 5.00% 10.00% 15.00% 20.00% 25.00% 30.00% 35.00% 40.00% 45.00%

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Results

How long should Cover Letters be?
n=84

Horizontal bar chart — Response option (y-axis) vs %Selected (x-axis):

- The shorter the better! — 23.81%
- No preference — 10.71%
- 1/2 page — 46.53%
- Full page — 19.05%

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#1 Mistake on Resumes?

What is the #1 mistake candidates typically make on their resume?

n= 75 / Total responses=132

% Selected

Response category	% Selected
Spelling & Grammar	56
Not Tailored	21
No Accomplishments	9
Length & Work History	16
Contact & Email Problems	8
Objective too vague	5
Poor Format & No Bullets	11
Lying	2
Listing all Memberships	1
Listing Personal Hobbies	1
Having a Picture	1
Using Abbreviation	1

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Most important aspects on resumes?

Q2: What are the most important aspects of resumes that you look for? n=85, Total Responses=161

Selected

Resume Category	# Selected
PREVIOUS RELATED WORK EXPERIENCE	45
QUALIFICATIONS & SKILLS	35
EASY TO READ	25
ACCOMPLISHMENTS	16
SPELLING & GRAMMAR	14
EDUCATION	9
INTANGIBLES: INDIVIDUALITY/DESIRE TO SUCCEED	9
CLEAR OBJECTIVE	3
KEYWORDS ADDED	2
CONTACT INFO.	1
PERSONAL EXPERIENCES	1
COMPUTER SKILLS	1

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What are the top 3 action verbs you want to see in a resume?
(The bigger the word, the more times it was suggested.)

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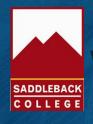
Advice for applicants with a criminal history?
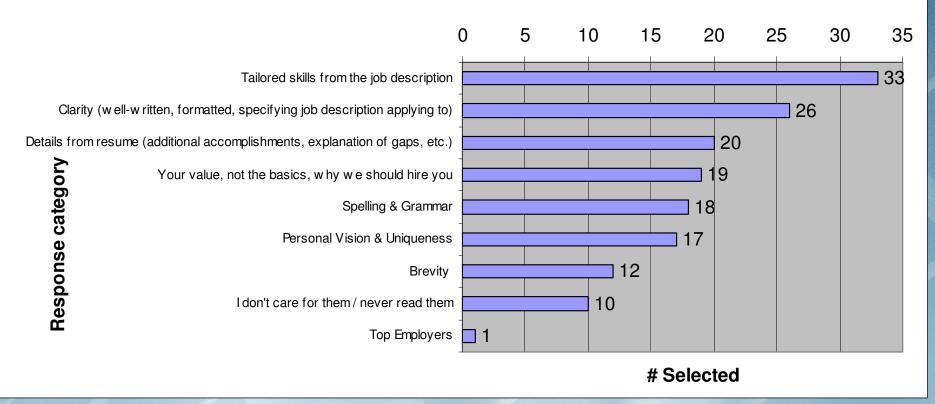
❑ 98% of all survey participants made comments that applicants with a criminal history must be honest about the situation to prevent HR from finding the issues on a background check later.

❑ 56% suggested to write explanation on the RESUME.

❑ 15% suggested to write an explanation on the APPLICATION.

❑ 9% suggested to wait until the INTERVIEW to explain.

❑ 6% suggested to write an explanation on the COVER LETTER

❑ The remaining either had no response or suggested job-seekers go into specific fields like 'auto mechanic' or own your own business.

OTHER INFORMATION
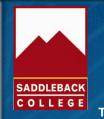
- 82.4% of survey participants indicated they were 'responsible for making hiring decisions' at their respective companies

- 60.7% of survey participants indicated they receive 26+ resumes for each open position

- VIDEO RESUMES?
  - 9.4% are accepting them now!
  - 7.1% plan to in the future
  - 23.2% say they want to research them first
  - 55.3% say they don't and don't plan to

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Good luck in your journey!

☐ If you have any questions about this research, please contact me.

☐ The results from this survey are not intended to be the only source job-seekers use in their job hunt, but as additional information they can use in their preparation for employment.

Additional career, job, and re-entry resources can be found on our Center's website, www.saddleback.edu/ccld, or by calling our offices at 949.582.4575.

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Survey Results

Legend

Question text

Relative Frequencies of answers | Std. Dev. | Mean | Median | Quantile

Left pole | Right pole

Scale | Histogram

n=Amount
av.=Mean
md=Median
dev.=Std. Dev.
ab.=Abstention

---

2. RESUME QUESTIONS

2.1) Preferred length of a resume:

One Page	35.3%	n=85 av.=2.2 dev.=1
Two Pages	18.8%	
Depends on the level of the position	37.6%	
No preference	8.2%	

2.2) What resume style / format do you best prefer?

Traditional Chronological - Lists all jobs in reverse chrological order including duties and	49.4%	n=85 av.=2 dev.=1.1
Functional - 'Skill-based' resume that has skills related to the position highlighted and less	5.9%	
Combination - Some combination of both styles with related skills highlighted and work	38.8%	
Portfolio - Examples of completed projects.	2.4%	
No preference	3.5%	

2.3) Resume paper (if sent by snail mail, dropped off, or brought to interview):

White/printer paper only	31%	n=84 av.=2.9 dev.=1.4
Scannable only	4.8%	
Cream / grey heavy lb paper	10.7%	
No preference	53.6%	

2.4) Preferred resume file format:

.doc (MS Office Word)	62.7%	n=83 av.=1.4 dev.=0.5
.pdf	36.1%	
.rtf (rich-text format)	1.2%	
.txt (text-only format)	0%	
.html (online resume)	0%	

2.9) Which of the following 'Objective Statements' do you prefer?

'An entry-level position in the field of (insert your field) where my strong analytical and	36.7%	n=79 av.=1.6 dev.=0.5
The position of (insert job title from recruitment) with (insert your company name) utilizing my	63.3%	

2.10) Which of the following content features do you prefer?

Use of 'Bold' on job titles from candidate work history	32.9%	n=82
Use of 'Bold' on employer names from candidate work history	7.3%	av.=2.6
Bold on both	30.5%	dev.=1.2
No preference	29.3%	

2.11) If candidates have 'gaps' in their employment history, what method should they use to address this?

Include a statement in the 'Work Experience' section describing reasons.	40.5%	n=84
Include a statement in the Cover Letter describing reasons.	26.2%	av.=2.2
Include a statement at the bottom of the resume describing reasons.	8.3%	dev.=1.2
Do not include a description of reasons on the resume or cover letter.	25%	

2.13) How many years of experience do you like to see reflected on resumes?

0 - 5	16.5%	n=85
6 - 10	25.9%	av.=3
11 - 20	2.4%	dev.=1.2
Depends on the position (entry level requires less, professional / management require more)	55.3%	

2.14) How do you prefer to receive emailed resumes?

Attachment only (.doc)	44%	n=84
Attachment only (.pdf)	29.8%	av.=2.2
Resume in body of email *without attachment*	2.4%	dev.=1.5
Resume in body of email *with attachment*	9.5%	
No preference	14.3%	

2.15) Does your company use scanning / database systems to manage resumes?

Yes, for all positions	37.6%	n=85
Yes, but only for selected positions	8.2%	av.=2.3
No, don't plan to	43.5%	dev.=1.1
No, but plan to in the future	10.6%	

3. COVER LETTER QUESTIONS

3.1) How important are cover letters?

Candidates must submit a cover letter for each position.	42.9%	n=84
Not important, I don't have the time to read them anyway	29.8%	av.=1.8
No preference	27.4%	dev.=0.8

3.2) If candidates do not know who to send the cover letter to, how should they address it to?

Dear Sir/Madam,		17.9%
Dear Hiring Manager,		38.1%
Dear Human Resource Director,		9.5%
To whom it may concern,		26.2%
Leave it blank if you don't know the name.		8.3%

n=84
av.=2.7
dev.=1.3

3.3) How long should Cover Letters be?

Full page		19%
1/2 page		46.4%
No preference		10.7%
The shorter the better!		23.8%

n=84
av.=2.4
dev.=1.1

4. OTHER INFORMATION

4.1) Are you responsible for making hiring decisions at your company?

Yes		82.4%
No		17.6%

n=85
av.=1.2
dev.=0.4

4.2) On average, how many resumes do you receive for each open position?

0 - 5		9.5%
6 - 10		11.9%
11 - 15		7.1%
16 - 20		6%
21 - 25		4.8%
26+		60.7%

n=84
av.=19.2
dev.=9.5

4.3) What do you think of video resumes?

We currently accept video resumes		9.4%
We plan to accept video resumes in the future		7.1%
We need to research the implications of video resumes before accepting them		28.2%
We do not accept video resumes and probably won't in the future.		55.3%

n=85
av.=3.3
dev.=1

Histogram for scaled questions

Profile

2. *RESUME QUESTIONS*

[2.5)] **What is the #1 mistake candidates typically make on their resume?**

- (besides forgetting to include email or contact information and typos)...too much information trying to describe their functional responsibilities, too little attention to achievements and accomplishments

- A common mistake is to write descriptions of jobs/positions rather than to write results. Quantifiable results tell a better story of job experience and accomplishments.

- Apply for a position with absolutely NO relavent experience on their resume in regards the position they are applying for

- Does not highlight skills needed for the specific for the position.

- Don't spell check

- Failure to proofread, listing job description rather than accomplishments, paragraph form rather than bullet points, trying to squeeze too much info into one page - 9 pt. font and 1/2" margins all the way around.

- Grammar

- Grammar and spelling errors. If they get beyond that, the key error is not addressing the needs of the job being targeted.

- Grammar/Spelling

- How they feel their past experience will benefit them in the proposed position and relationship (i.e. family, friend, old boss)of references.

- Including a picture of themselves. Because of potential discrimination issues, it is in an employer's best interest not to interview someone who includes a personal photograph.

- Incomplete chronology of absolutely all work history, showing all work gaps, and explicit month / year dates for work and education - trying to fit to a page count.

- Incorrect dates that make it look like they are working in multiple full time positions or unexplained gaps in employment.

- Incorrect grammar--makes them appear uneducated

- Incorrect grammar. Also, use of industry or company jargon or abbreviations.

- Incorrect spelling of words, Including less then 3 years of job experiance

- Keep it as condensed as possible.

- Layout is inconsistent-margins not aligned, too many tabs/spaces, tense of verbs

- Listing work exp over five years old. Listing all the social,community, fraternal organizations they belonged to from Hi School to College (Unless these directly pertain to the specific job skills being applied for). Long sentences and longer paragraphs. I do not want a mini novel.

- Long drawn out objectives or over kill on info up front. Tell me what you are looking for, telling me you educational background (if recent), tell me about the psotions you have held and what skill sets you brought to the table and learned there and how you were able to better the organization.

- Misspelled words

- Misspellings, or not filling up the entire page.

- No accomplishments and a week objective.

- No contact information.

- Not a strong enough opening, resume is not directed to our job opening

- Not answering all of the questions entirely.

- Not being honest about their experience.

- Not clear and conscise with information I, as the employer, am looking for

- Not customizing their resume for the position they are applying for. As well as over-formatting their resume.

- Not enough details to assess strengths.

- Not formatting the resume correctly, which gives little confidence if the candidate does not know how to use a simple Word document.

- Not giving enough information in regards to their job duties

- Not including the dates on the job.

- Not incuding contact information, such as phone number or email

- Not listing results. Too much of I did......

- Not listing the previous employment in bullet forms, not giving full information (omitting prior employment due to "revelence to position applied for") and not using spell check. Not having someone review for content or logical sequence.

- Not paying attention to format and spelling details. (Or not checking Word or PDFs on other computers to see how they look.)

- Not proofreading carefully and not having a couple of other people proofread carefully

- Not proofreading for spelling and grammar mistakes

- Not telling the truth or exaggeration.

- Not using spell check, forgetting to tnter dates

- Resume is too long.

- Ridiculous email address

- Sloppiness

- Spelling and grammar errors

- Spelling errors (2 Counts)

- Spelling errors. (2 Counts)

- Spelling, punctuation errors. Not providing clear address and contact information.

- Submitting a generic resume. Your resume should outline different duties you have preformed that would fall in line with the position you are interviewing for.

- The biggest mistake is when things are clumped together and grammer.

- They do not highlight their experience that is relevant to this particular job opening. They include too much irrelevant info.

- They don't alter it for the position they are applying to and have a general objective statement. If the objective statement is general I would prefer it to be left off all together.

- They list hypothetical qualifications: "I'm a team player who is motivated in a high stress environment. I will be the best team member at your workplace. . .blah blah blah." All applicants say they are going to do the BEST they ever did if you hire them. It's repetative.

- They put their personal hobbies and do not change the objective to match what one is applying for.

- Too wordy, misspellings and forgetting what company they are writing too.

- Typographical errors and bad grammar are the top errors. If they cannot / will not take the time to make their resume perfect, I can only assume they will not produce presentable work on the job.

- Typos (3 Counts)

- Typos, forgetting the GPA, including an objective, mentioning "references upon request"

- Using phrases like "hard working" "punctual". Anyone applying for a job should already have those traits.

- Vague or unexplained gaps, candidate should realize they only have about 7 seconds to impress us. Also, resume should be about what the candidate will bring to the company it should not be about what they want from company. What they want from us they can learn during screening and interview process.

- focus on position and job description instead of focusing on achievments.

- grammatical, formatting, spelling

- lack of focus, too wordy, doesnt grab me in first 1o seconds

- mispelling

- misspelled words and/or grammar

- misspelled words or grammatical errors.

- misspellings

- not enough information on each job.

- spelling and grammatical errors

- spelling/grammar errors

- their address and or phone number

- they aim to low

- typos (4 Counts)

- typos, If you are not sure on your punctuation or spelling, best to have someone else proofread your resume before mailing out.

- using a non-professional(eg inappropriate) sounding email address.

2.6) **What are the most important aspects of resumes that you look for?**

- (i) Substantiated proof the applicant can perform the job; (ii) Sufficient evidence the application has similar (or the same) experience to the position they are applying for; and, (iii) Is it focused on proving the applicant is worth interviewing (no extraneous details).

- Accomplishments.

- Accomplishments. I want to know what makes a candidate a asset to my organization.

- Accurate employment dates with detailed information on their specific job responsibilities, not a copy of their formal job description.

- Achievements

- Branding. Making sure that you speak to your audience and your resume ends up in the "to review further pile". Versus the circular file.

- Buzz words, length of assignments.

- Charisma, Personality and apparent desire for the position. Aside from experience of coarse.

- Clarity, brevity, concise detail

- Clean, clear, concise and easy to read in about 10 seconds.

- Clear and truthful outline of skills; good writing skills

- Clear, organized, all time gaps explained.

- Completeness - show all work history, unemployment history, and education history.

- Describe previous jobs in enough detail so I understand the skills and accomplishments, but not too much detail - save that for the interview.

- Do they have the qualities I need in an employee

- Easy to read - bullet points instead of long paragraphs

- Easy to read, strong action verbs related to job description, dates

- Easy to read, well organized, relevant to position sought

- Education Experience relating to the open position Start and End dates for work history

- Emphasis on how you can help our company ... listing of relevant skills, results at previous companies that relate to our requirements.

- Experience most related to the position being offered.

- Experience that qualifies for the position being applied for; or an explanation of how they don't have the experience but other job experience translates to the position.

- Experience, education are clearly outlined and easy to read. Pertinent to position they are applying for.

- Experiences that relate to the current job opportunity.

- Functional job descriptions and duties performed

- Good, clean formatting and lack of errors show they care about their work. If they have errors, unclear phrasing, etc., it is difficult to look beyond the content.

- Individuality. Personal experiences.

- Internships/work experience, relevant major, campus leadership, high GPA

- Job length, stability, experience (in that order)

- Keywords that are applicable to the job spec

- Leadership

- Length of Employment at Each position and basic duties, typically the 1st few listed in a resume

- Past work experience, related skills, and educational background.

- People skills, intangibles, business accumen

- Previous employment, ease of review of the material.

- Previous knowledge of the position applying for.

- Previous work experience

- Professionalism and Structure- Time in positions listed- Specification of duties while in position.

- Projects or Activities that provided business growth, or expense reductions.

- Recent skills and experience

- Related experience

- Relevancy. Accuracy. Skills.

- Results. What did you accomplish? What did you impact?

- Resumes need to be complete, logical and succinct.

- Self starter and computer work skills

- Specifics on what they have achieved and been responsible for. Limited job hopping.

- Spelling

- Stability in their work history.

- Succinct, short sentences, that get straight to the experience, training, and understanding of the skill set required for the position being sought. This tells me they understand the position and they understand their ability to fill it.

- Summary section at the top explaining the skills or experience that make the candidate a good fit for my position - don't make me search through every line on the resume. Tell me how you're a good fit.

- Tailored to the job sought.

- Targeted career with experience to back it up; location and contact information; good english and grammar.

- Tell me your daily job tasks, what you actually DO. I interview with Behavioral Based techniques. I disqualify applicants that can't give me specific work history informaiton. I hire applicants that are humble and honest about what they actually DID in their job.

- That I can find the information easily in a nicely organized manner including dates and bullet points of job duties.

- That their qualifications meet the job's requirements; organization and ease of reading

- The ability to take on new and different responsibilities based on past challenges. The ability to demonstrate how the candidate has taken their past skills and applied them to a new circumstance.

- The format and organziation of it tells me a lot about the person. Tell me a story with your experience, don't list out job duties.

- The last position they held

- Their name should be clear and easy to read. Their resume should be straight to the point.

- Varied background

- Well-written, organized, consistent spacing, no typos,

- What industry did you work for (what kind of company is it? What did you accomplish/do for the company? Chronological order of employers.

- Work Experiance

- Work experience which includes dates worked, positions held, responsibilities performed.

- Work experience, major, graduation date

- Work history relating to the position applying for and schooling.

- Writing ability

- ability, skills, experience, knowledge clearly articulated with no puffery

- accomplishments with metrics

- attitude, results, experience matching with available and potential contribution

- clarity of purpose real work achieved goals

- clear, concise, quantitative descriptions of the impact of their contribution to the organization- in what way did they either a-save the company money, b-make the company money, or c- improve processes and methodologies to increase effeciencies.

- consistency related to the job you are applying for.
  experience related to job.
  details to your specific job duties

- demonstrated quantitative achievements/results

- desire to do whatever it takes

- experience, extra skills they might have

- initiative, literacy

- job accountabilities

- job history

- list of qualifications that match search

- no mistakes, consistency (1999-2000, 2000- 2002, 2002 - 2005. Pick one and stick with it. This is why .pdf is best because then I know whether it's a formatting error or not), substantive information: Ruby's wait staff - served food, made change vs. Ruby's wait staff - created welcoming environment to ensure repeat business; managed expectations through menu knowledge including daily specials and substitutions

- skills and experience that match the job Qualifications.

- skills and length of postions

2.7) **What are the top three action verbs you want to see in a resume? (i.e. forward-thinking, innovative, change-agent)**

- "Doing" verbs. i.e. "Increased profits by..."

- "resulted in" "profited in" "driven"

- (Sorry, your choices are not really verbs.) Created, worked, planned, volunteered.

- 1. Leader 2. Self-Motivated 3. Punctual

- Created. Developed. Instituted.

- Depends on the job opening. this is a strange question. I want to see what is true offorhe applicant.

- Depends upon the position and the organization's needs

- Developed, improved, built, emplowered

- Don't have three I look for. Hope each bullet point starts with an action verb. The verbs are dependent on the responsibilities of the position held.

- Executed

- Forward-thinking, et al, are just buzz words that don't really mean anything. Put it in plain English indicating how you got the job done, and how you will get the job done.

- Goal-Oriented, innovative, forward-thinking.

- I do not have a preference other than to not use over worked, superficial phrases.

- I do not like self descriptions where "action verbs" are used: I'd rather have this demonstrated in the resume with past job experience or some related skill.

- I don't care about action verbs anymore. Everyone uses the same ones and a resume doesn't prove it.

- I don't look at action verbs because everyone thinks that this is what gets their resume to the top.

- I prefer action verbs to introduce work history. Beyond that, which verb used has no material value.

- Identify, order, direct

- Increased, Improved, Achieved

- Iniciative, collaboration

- Innovative. Creative. Successful.

- It would depend on the opening. Resumes should be geared toward the position. Action verbs are many times over-used (i.e. multi-tasking).

- Led, Generated/Created, Participated

- Logical, organized & adaptable.

- Managed, corrected, designed.

- Motivated Self-starter hardworker

- Motivating, energetic, willing to do whatever it takes to get the job done.

- No opinion. I pay very little attention to this. They are simply adjectives.

- None - too much BS. Everybody uses those words

- Not important. More looking for specifics

- Open-minded, dedicated, hard-working...

- Organized, innovative, problem-solving - but I am really just looking at the work history (facts)

- Proactive, engaging, loyal

- Results driven, Strategic/Tactical goals, innovative

- Self Starter
  Problem Solver
  Team Player

- Self iniative, problem solver, team work

- Self-motivated, problem-solving, proactive-thinking

- Strategic thinking, process improvements, revenue generating

- Takes initiative, team player, and innovative.

- Team work, progress, completed.

- These are not as important as skill set to me.

- They are just squishy words so they are meaningless

- This really depends on the position. I'd rather see adjectives such as self-motivated; meets deadlines on time, etc...with examples to back it up

- Varies

- Verbs that relate to the candidate and the described experience.

- Without examples to back-up it up it's all fluff.

- accomplished, contributed, team-builder

- articulate, dependable, driven to succeed.

- coachable, trainable, hard working, fast learner, etc.

- completed managed directed

- completion of projects, achievement, innovation

- customer service, initiative, and innovative.

- depends on the job...

- depends on the role and level of candidate

- entreprenuerial spirit

- focused (laser-thinking), leading (or other forms of leadership) and adaptable/accomodating.

- hard-working, consistent, team-friendly

- initiated, completed, analyzed

- innovative; leadership; policy changer

- lead change develop people achieve profitability, revenue growth or cost reduction

- multi-task resolve reduced/increased

- proactive, multi-tasker, self-starter

- problem solver, flexible

- responsible, created, established

- self-starter reliable flexible

- self-starter, self-motivated, team-player

- team player, collaborative

- team player, motivated, self directed

- team player, multi tasker, thinks outside of the box

- team player, quick learner, active listener

- unique approach showing he's thought out our situation, not boiler plate platitutdes

- wrote, pitched, changed

What action verbs should be left off of resumes?

- All cliches, i.e. "team-player"

- All of them really.

- Any to do with conflict or criticism.

- Any verbs that are archaic or that are used colloquially (e.g. "I was responsible for xeroxing all copies at work")

- Anything generalized

- Anything that is not applicable to their past work history. I do not prefer objective statements on the resume - it is a self evaluation and, in most cases, its exaggerated.

- Anything that is vague or trendy.

- Anything too strong that can appear to be arrogant.

- Detail oriented.

- Excited. Attempted.

- Hard-Working, punctual,

- I have no such constraints, candidate preference.

- Most of it. Very subjective.

- Most of them.

- Multi-tasking

- Negative verbs or verbs that are very general.

- No comment.

- No strong preferences on this

- Not interested in verbs, the personality/ethics/work style of candidate will be discovered during phone screen and interview. Resume should highlight skills and experience.

- Not sure about which action verbs but resumes and cover letters shouldn't look like text messages.

- Out side the box, goal orentiated

- Over used, superficial phrases.

- Responsible for. Sometimes additional information or a different verb would be more descriptive than "Coordinated" or "Managed"

- Responsible for...

- See above. Go ahead and use them, but give examples of projects that prove them.

- Team player (Most people should be that already)

- The word "I" should be left off of resumes. Also - never use an "objective". It's wasted space and often will exclude you from a search that doesn't specifically match your objective but that which you might have interest.

- Words like make the person look entitled, negative or selfish.

- all if they only talk in general

- any platitudes that cannot be measured or verified.

- assisted, helped

- change-agent and manage/managing

- change-agent?

- cliches, buzz words

- depends on the job...

- depends on the position

- directed responsible for supervised

- executive-material, short-term

- forward thinking, change agent

- forward-thinking, innovate, change-agent

- forward-thinking, innovative, change-agent (2 Counts)

- helped used

- helper, thinker, worker

- hhhmmmm don't know

- innovative, leader, ingenious

- n/a

- none

- none come to mind

- not sure

- over acheiver

- passive verbs

- people person- I hate this phrase. Everyone who breathes is a people person. Tell me how you are a people person and what you do with these skill sets.

- positive, hardworking, expressive

- repetitive verbs, in charge of,

- strong will, take charge,

- taking action, supportive, and controlling

- talkative, people "liker" - Unprofessional and immature action verbs

- worked.

2.12) **What resume advice would you give to candidates with a criminal history?**

- ?

- Acknowledge on the employment application once you get to that and make sure you address it clearly in a short explanation (e.g. type of offense, efforts to rectify, future goals, current or recent successes). In this tough job market, it is difficult to want to hire a candidate with a criminal history unless you give an employer some reason to look beyond that (e.g. high gpa, good job experience match, honored by major of city for clean-up in crime program partnership, etc.)

- Be honest - it does not matter if it is not germane to the position

- Be honest about it when asked.

- Be honest about it; focus on what you have done to change behavior

- Be honest about the history, which is the law, and give brief explanation of their subsequent positive actions to take a new course in their lives. Brief explanation as to why the position would assist them in that process.

- Be honest and explain the circumstances what you have learned from experience.

- Be honest and forthright. What is not explained in the application or resume, and not questioned in an oral interview will definitely come out in the background investigation or polygraph.

- Be honest and list it, but address what they have done since in the cover letter.

- Be honest and open a company that is willing to give a second chance will be much more rewarding.

- Be honest and state objectives for your future

- Be honest and upfront if there is an issue. Do not let the employer find out after he gets a background check back.

- Be honest as it will come back to bite you if your are not

- Be honest with the employee and explain. Also work on getting it expunged as soon as possible.

- Be honest, explain what they learned and changed from the experience.

- Be honest. (2 Counts)

- Be honest. Its not always a deal breaker.

- Be honest...if you're not it will check up with you.

- Be open and honest. Talk about how you have corrected your inappropriate actions.

- Be truthful about history.

- Be truthful, don't disclose it on the resume or cover letter, I would disclose it at the time of a face to face interview.Most employers will appreciate the forwardness and honesty than to rule you out completely.

- Be truthful.

- Be truthful;background checks can reveal any disparaging history

- Be truthfull in explaining your circumstances. It's best to let the employer know right up front.

- Be up front and honest and what you are doing to overcome--You only have one chance to make a good or trusting impression.

- Be upfront about it. The consequences will be greater if it seems you tried to hide the info.

- Be upfront and honest. How did the experience change your focus?

- Be upfront with employers if asked to do a background check and tell the truth if question is asked on job application.

- Can not advise here.

- Can't help with this one. I've never dealt with this situation.

- Canididates may want to write a brief statement including, what led to the criminal act, steps completed to pay for their criminal act, and how their life is different to help them void any further criminal acts.

- Clearly disclose the criminal history. If not immediately disclosed, candiate will not fair well at all.

- Depends on what the criminal history is. That is obviously a tough situation to be in. If it is something that no longer affects their life (drugs/ alcohol), and does not pertain to the job (driving), I would leave it off the resume.

- Disclose it in a cover letter and note that previous employers were also aware of the history. This shows us that you are forthcoming and that previous employers were able to look past it, so you might be worth looking at. Be specific; do not say "misdemeanor." We will want to know what it is and if you aren't forthcoming, we assume the worst, not jaywalking.

- Disclose it on the application when it is requested. It is not needed on a resume.

- Discuss it verbally, not in writing. Give the context and hope for the best. Honesty is truly best.

- Discuss with employer if a job is offered and answer all questions on the application

- Do a cover letter and give a disciption and then build how the person has learned from their mistakes.

- Do not disclose in resume. Be honest on employment application.

- Do not hide it, if you are up front with it at the interview or on the application I would rather see the truth then find out later.

- Do not list it, discuss it at the end of an interview.

- Do not mention it on resume

- Do not try to hide it, and do not let it discourage you...there are many companies who are willing to employ ex cons, addicts, alcoholics, (in recovery) who are truly rehabilitated, and benefit from the gratitude, loyalty, and willingness to go the extra mile on behalf of an organization who has given them the opportunity to prove themselves.

- Don't mention it on your resume but be prepared to answer the question at some point.

- Don't mention it until your interview.

- Explain in an interview or doing phone screening.

- First, be honest. Then this candidate will have to have excellent and meaningful people to vouch for conduct after period of the criminal history.

- From question above - I dislike both objective statements and would prefer none. Criminal history: It depends on how big of a gap there is. It may be possible to address the gap in a cover letter. During incarceration were skills learned or education furthered? It may make sense to indicate that.

- IN my field it must be disclosed because all candidates must go through fingerprint process

- Include what was done to rectify this; and real time experience resulting from learning from this.

- It's better to come forward with it in the beginning on the process so it looks like you acknowledge it and are looking to move forward rather than trying to hide something.

- Leave it out of the resume and bring up in interview. It is harder to explain on paper without going to great lengths.

- List your jobs and duties like all other candidates. Any criminal history information should be addressed where required on a job application.

- Open and honest about experience.

- Provide explanation in cover letter.

- Provide solid examples of the progress you have made from your initial conviction. Prove that you have changed with solid references. Be incredibly professional and use your criminal history as an asset- Make be a part of who you never want to be again. Become a role model for those who have had the same experience. Provide your employer witha vision of who you want to be and what you are doing to reach that goal.

- Put it on the resume and give anexplaination. A background search will find it and if you did not tell them and they find out you are done. If you offer it up and hava an explaination of what happened and how long ago. it iwll go a lot easier on you.

- Sorry, no advice...

- Start your own business.

- Tell the truth

- They may want to address this generally in the cover letter

- To be honest and open about it.

- Try auto sales or repair

- Unsure

- With my company PLEASE DO NOT APPLY. BE HONEST! I think it would depend upon the crime and position the applicant was applying for.

- You need to be honest with this information - let the employer review it. This may come out in a background check and failure to disclose may be grounds for termination.

- be honest and address it on your resume, give personal references from probation officers or people they might have worked with going thru the correctional phase.

- be honest if it is a serious offense

- be honest. I run a background investigation so I'm going to see it. It wastes a lot of time finding out this way. Most of the times, your criminal history isn't enough to bar employment. Does NOT need to be on resume, but select the appropriate answer on the application (such as an on-line application)

- don't try to conceal, most companies require a background search anyways, and when they find out your integrity will come into question, not because of you previous criminal history but because of your current attempt to hide it. Not saying something is the same as lying

- n/a

- never considered it; guess they need to be cognizant of type of job they apply for

- state it and demonstrate that this is a closed chapter in your life

- tell the truth right up front.

- use your network contacts to find a job and build your credibility.

3. COVER LETTER QUESTIONS

3.4) What do you look for in cover letters?

- A personal vision. Any information that may not be explained in the resume itself. Mention of any top employers having worked for

- Ability to clearly state objectives, absolutely no typographical errors. I know I keep repeating this, but I believe that if someone does not care enough to take the time to make an important document such as a resume good, they are not the kind of potential employee I want working for my company. If hired, they will represent the company, and no business can afford bad impressions.

- Ability to communicate clearly, good grammar/punctuation/spelling

- Ability to express oneself. Not the same old "I am applying". Immediately describe why we can't do without you.

- Additional incite to the candidate's unique features. Any information applying specifically to my company and skills needed for specific position

- An explaination of items that are not covered in the resume such as employment gaps, reason for wanting to relocate if applicable, or what UNIQUE experience or talents they have that makes them stand out. Not just descriptive information that anyone can list such as, "a energetic person with great people skills," "a great team motivator," etc.

- Any information that may be specific to the job I have posted that might not be included in resume

- Are they responding to the job I'm offering - specific tips to what my ad said I was looking for.

- Basic introduction about themselves, and anything that wasn't suitable to go on the resume, but that has relevance to the position for which they are applying.

- Brief, articulate description of why the person wants and would be suited for the position.

- Candidate has taken the time to specifically demonstrate how their experience meets the position's requirements.

- Catch my attention in the first 30 seconds, have me move unto the resume.

- Concise, well written (correct spelling and grammar), no longer than a page, highlights how candidate meets key job specifications (especially if not clear in resume).

- Correct grammar. They don't hold much weight for me, but if there is grammar issues or spelling errors it's a real turn off and I might not even look at the resume'!

- Cover letter tailored to the company and position sought. Should briefly highlight strengths and skills specific to the job description.

- Did the candidate research the position and have a good idea of what is required in addition to why they are a qualified candidate for the position.

- Due to the high volume of candidates applying for each position, typically they are not read until you have narrowed it down to a smaller selection. At that point, it should be very specifically directed to the opportunity and not general in nature. Tell me why this is a suitable match for your skills.

- Examples that add to the information in the resume, and proof that the applicant can put together a coherent, well-written letter

- Experience vs. job spec Perrsonalization

- First of all that they typed in the correct job title and company. Other than that I look for specific skills that are related to the position they are applying to. Grammar is also important.

- Grammar, formatting and content.

- Grammer and the way they present themselves.

- History over view and a clear objective with a brief over view of accomplishments achieved.

- I am not a fan of cover letters

- I do not prefer to have a cover letter.

- I don't need one unless there is a purpose (e.g. a disclosure). If your resume isn't strong enough, it is unlikely the kind words of a cover letter will push me to interview you.

- I immediately look for the experience mentioned to see if it fits the job. I also look to see if they can complete sentences, write in an educated and effective manner, and that they can organize the structure to create an overall interesting cover.

- I look for any highlights in experience in relation to the position being offered.

- I look for cover letters to be addressed to Dear Hiring Manager/Recruiter: (note use of colon for business letter - commas are for personal letters) The one page (this is a business letter - put the info down and then format it, same as resume. However, it's still a business letter - use proper format!) Cover letter should be approximately three paragraphs - 1st includes the name of company AND position applying for - if applying for multiple positions - each gets a cover letter. I look for correct grammar, punctuation, spelling and proofreading. This is where I find the candidate's ability to communicate in written format. Second paragraph speaks to something specific about the person, position, or company and shows research has been done and there is some connection between the person and the position/company. It may be used to address information not on resume or employment gaps. Third paragraph is the closing with hopefully a statement that person will follow up next week. Do research first to make sure you have a phone number to call. Best to state specific - call you Wednesday morning to answer any questions you may have on my resume and see how I may be a fit for XX position. Then be sure to follow up at designated time - even if you only are able to leave a message with reception. It shows you do what you say.

- I look for personality and life experience, not a bunch of cooperate jargon. I feel a brief cover letter shows professionalism and is a great introduction to THE PERSON who's resume should proceed the letter.

- I look for some indication that the candidate has actually looked into our company and has interest in this specific position, rather than just sending out a blast of resumes to see what "sticks."

- I look to see whether the applicant has tailored the cover letter to highlight skills and experience that match the job opening. Not a form letter.

- I never read them!

- I typically don't read an attached cover letter, however, if the resume is being sent via email, that email should act as a cover letter.

- I usually ask candidate to briefly state their unique qualifications for the position. This is a test for following directions.

- Ideally- a line item comparison of the job description requirements to their specific and relevent background/experience. This is often better accomplished IN the resume itself, since cover letters tend to be read LAST_ once the resume has made the cut and is in the short list of finalists. Keep in mind that most resumes get only 7 seconds initial review, and 23 seconds futher if selected, in 24 years, I have RARELY read an ENTIRE resume unless/until an interview has been scheduled.

- Important details not covered in resume.

- Interest in the position, ways in which your experience can help our company reach their goals.

- Introduction of candidate.

- Items that enhance or further clarify the resume. Don't say the same things again.

- Job name, Posting ID #, brief experiance detail

- Job title they want to apply for, discussion of experience not included in resume (to elaborate), and likes/dislikes for future position.

- Making it well known that they are qualified for the position and feeling confident in their letter.

- Not much. I want to see the resume.

- Objective and position they are seeking are clearly stated. Very quick synopsis of their work history. Any related history not listed on resume.

- Often times we do not receive a cover letter. If I do I would expect a more dimensional explanation of why this candidate should be considered and any supporting statements.

- Only useful when needing to explain something that can not be explained in resume i.e. out of state resume explains they are relocating…explaining gaps that are longer then 3 months….explaining why not working for the past several months or years….if part-time student explain availability… etc…

- Opening paragraph that gets to teh point, middle paragraphs that provide background, clear and concise closing paragraph

- Personality, a desire for the specific job, an awareness of what the job will require.

- Please - no complete recap of your resume! I don't have time to read both. Also, I need to know you are interested in MY job, so make it

relevant to my job opportunity. No typos.

- Point by point comparison of position description with candiate background. Match should be greater than 80%. Anything else is essentially useless data.

- Quick, concise wording that outlines their experiences which would include any important traits that do not appear on their resume.

- Rarely do I ever read cover letters. I think I've read two or three in the past 20 years during which time I've interviewed nearly 20,000 people.

- Short and to the point. If it's too long I won't read it at all

- Show me that you meet my qualifications. How do you fit into what I want.

- Something that says I am different from the other canidates and I actually read the job discription.

- Something unique about my company that shows they are interested in my company, my field, my specific job and not just applying to a job.

- Specific reference to a particular job experience which entices me to want to know more about the candidate.

- Summary of resume (i.e., qualifying work experience)

- Tell me why you are interested in the position, tell me what you can bring to the company, tell me about your intangible skills, tell me about what makes you different from other candidates.

- The ability to communciate without typos and with some knowledge of the employer's business.

- The position they are applying for, info on time not worked, communication skills, basic-to-the-point, no rambling or repeat of what is included in the resume.

- The truth.

- Their ability to effectively communicate in writing. Explanations of several key points including, why they want the job, how their experience fits for this job, and to cover any weak points that are easily visible in the resume.

- Three to five key skill the individual has that align to the job requirements -- if I was going to write a cover letter at all.

- We want to see substance in a cover letter. The candidate should highlight key skills or educational background that relates to the position. We want to know how they will benefit our company and the position. If they can use quantifiable measurements, that is preferrable.

- What will they bring to the table. A brief description of who they are.

- Whether they've researched our company and whether they can sell themselves and how their skills set them apart

- Who they are, what they are applying for, where did they hear about us, and how their talents can be best used.

- Writing ability, personalization

- Your story. Who are you and what do you bring to the table for my company.

- a summary of who you are and what you can give to the company

- brevity

- brief information on reasons for applying to the position

- clarity of purpose

- executive summary of why we should hire you for this position

- quick introduction of themselves, what they are currently doing and what they hope to get from position

- tailoring to our co

- writing communication skills - the reason why I should consider this resume above others