



RESUME

Street Name, 1
70000 City, Name
Tel: 000-5555555
E-Mail: emailname@server.com

SUMMARY

- Experience in commercial engines development
- Expert knowledge in programming
- Strong experience in software design and architecture, animation, network, performance optimization
- 10 years of development experience. Worked on projects in various industries.
- Management of a small team of engineers

WORK EXPERIENCE

- | | |
|-------------------|--|
| 07/2007 - Present | Company Name Ltd. (United States) |
| | Lead Position Name |
| | Working on new innovative project |
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| 01/2005 - 07/2007 | Company GmbH |
| | Position Name |
| | Worked mostly on engine development: |
| | <ul style="list-style-type: none">• Nulla non tristique id neque tempor suscipit.• Suspendisse bibendum elit et nulla euismod, vitae aliquet lectus |

BSW & MSW Resume and Cover Letter Workshop

Jessica Thong
Career Services
401 Tory Building



Agenda

- Career Services Refresher
- Resume Writing
 - Transferable skills (Activity)
 - Key Elements
 - Resume Types
 - Resume Sections
- SAR Statements (Activity) + Tailoring
- Cover Letters (Activity)
- Questions



Workshop Resources

<https://carleton.ca/socialwork/practicum-forms-information-important-dates/>

BSW Practicum Forms ▼

MSW Practicum Forms ▼

Practicum Orientation Slides

- [BSW Practicum Orientation Summer 2025 \(SOWK 4600 & 4601/4602\)](#)
- [MSW Practicum Orientation Summer 2025 \(SOWK 5607\)](#)
- [Career Services Orientation BSW Summer 2025](#)
- [Career Services Orientation MSW Summer 2025](#)

Cover Letter & Resume Resources

- [Fall 2024 Workshop Slides](#)
- [1. Skills Identification Handout \(SAR\)](#)
- [BSW and MSW Practicum Tip Sheet](#)
- [Action Verbs](#)
- [Cover Letter Activity](#)
- [Examples of Skills](#)
- [General Resume and Cover Letter Templates](#)
- [Resume, Cover Letter, and Interview Guides](#)
- [Sample Cover Letter \(SOWK 4601-4602\)](#)

Share: [Twitter](#), [Facebook](#)

Short URL: <https://carleton.ca/socialwork/?p=4044>

Career Services

M	T	W	T	F
		1	2	3
6	7	8	9	10
13	14	15	16	17
20	21	22	23	24
27	28			





Career Services
CARLETON UNIVERSITY



Offering
ON-SITE & VIRTUAL
APPOINTMENTS

for students and alumni

Book on  **Success**

CONTACT US:



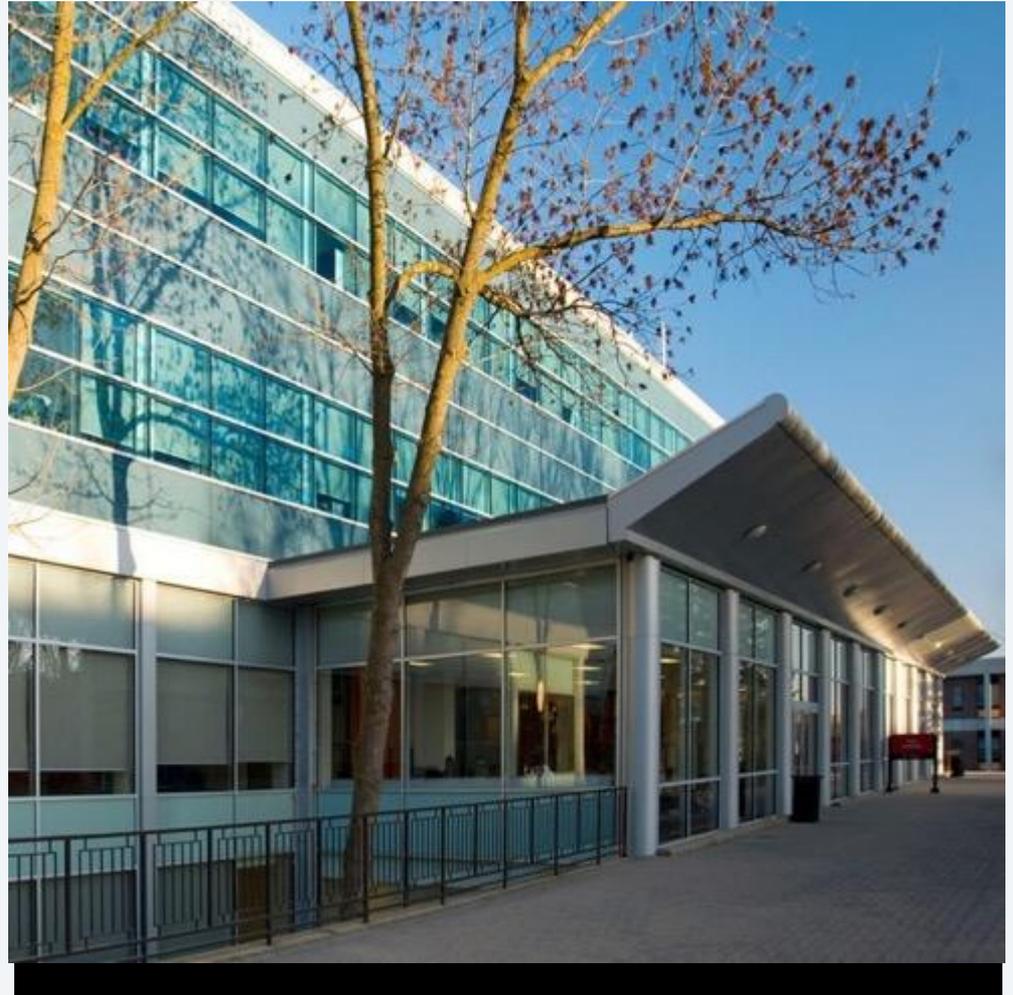
613-520-6611



career@carleton.ca



Live Chat at
carleton.ca/career



401 Tory Building

8:30 AM-4:30 PM | Monday to Friday
Drop-In Hours: 1-4 PM

Resources

Career Services Website

Are you ready for the job hunt?

These resources highlight job search and networking strategies that will help you target your job search, build your professional connections, and gain valuable work experience.

For in-person support, visit the Career Centre in 401 Tory Building Monday to Friday, from 1p.m. to 4p.m. (last check in at 3:30 p.m.). To book an appointment, either virtual or in-person, please contact us via email (career@carleton.ca), phone (613-520-6611), or live chat!



Job Postings



Job Search & Networking



Resume, Cover Letters & CV Guides



Prepare for an Interview



Accessible Career Transitions

Learn more about ACT for Students with Disabilities

- **Information, resources & templates**
 - **Resume, cover letter & CV**
 - **Job search and Networking**
 - **Further Education**
 - **Career exploration**

mySuccess Portal Carleton Central

Matteo Gausorgues

Dashboard | Co-op | Job Offers | Posting / Applications | Appointments | Event Registration | Documents | Interviews

Overview | My Account | My Messages (2) | My Forms | My Calendar

Spotting a Job Scam Is this a job scam? Is it too good to be true? The answer in most cases is yes. Look for these **10 warning signs**

The Winter Career & Networking Fair on Wednesday, Feb. 5, 10am-3pm, is our final fair of the academic year! There are 45+ employers scheduled to attend. Discover who's hiring, learn what employers are looking for, and practice your networking skills (all without leaving campus). **Get the details and register.**

Reminder to Co-op Job Seekers Job seekers, co-op jobs with individualized deadlines roll in on a daily basis now, so it's important to check the Co-op Job Board regularly and send in your applications! Need interview practice? Check out Co-op Interview Skills Workshops on January 21, 22, and 29 (register on the mySuccess event calendar) or book a mock interview with your **CSA**

Coming up at Career Services Career Services is hosting a range of workshops and employer and grad school information sessions in the next few weeks! See what's coming up.

- **Register for;**
 - **Workshops**
 - **Employer events**
 - **Networking nights**
 - **Career fairs**
 - **Career appointments**

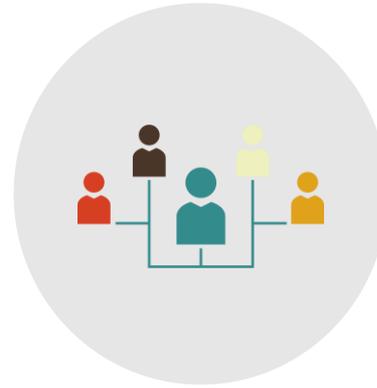
Why Students Visit Career Services



Career Options



Job Search



Networking



Further Education



Interview Prep &
Mock Interviews



LinkedIn Review



Major Change



Resume/Cover
Letters

Career & Networking Fair

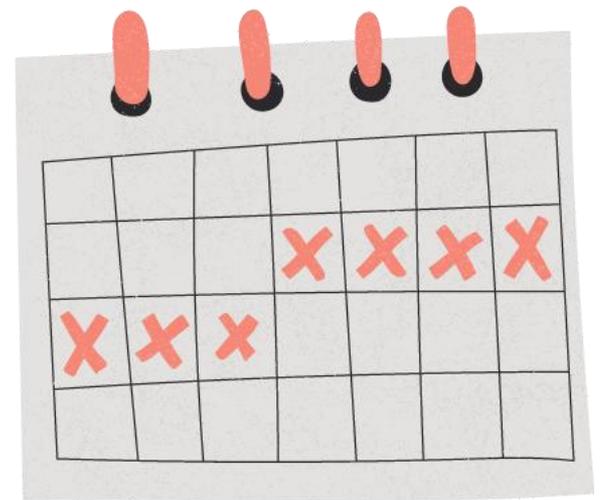
February 4th , 2026

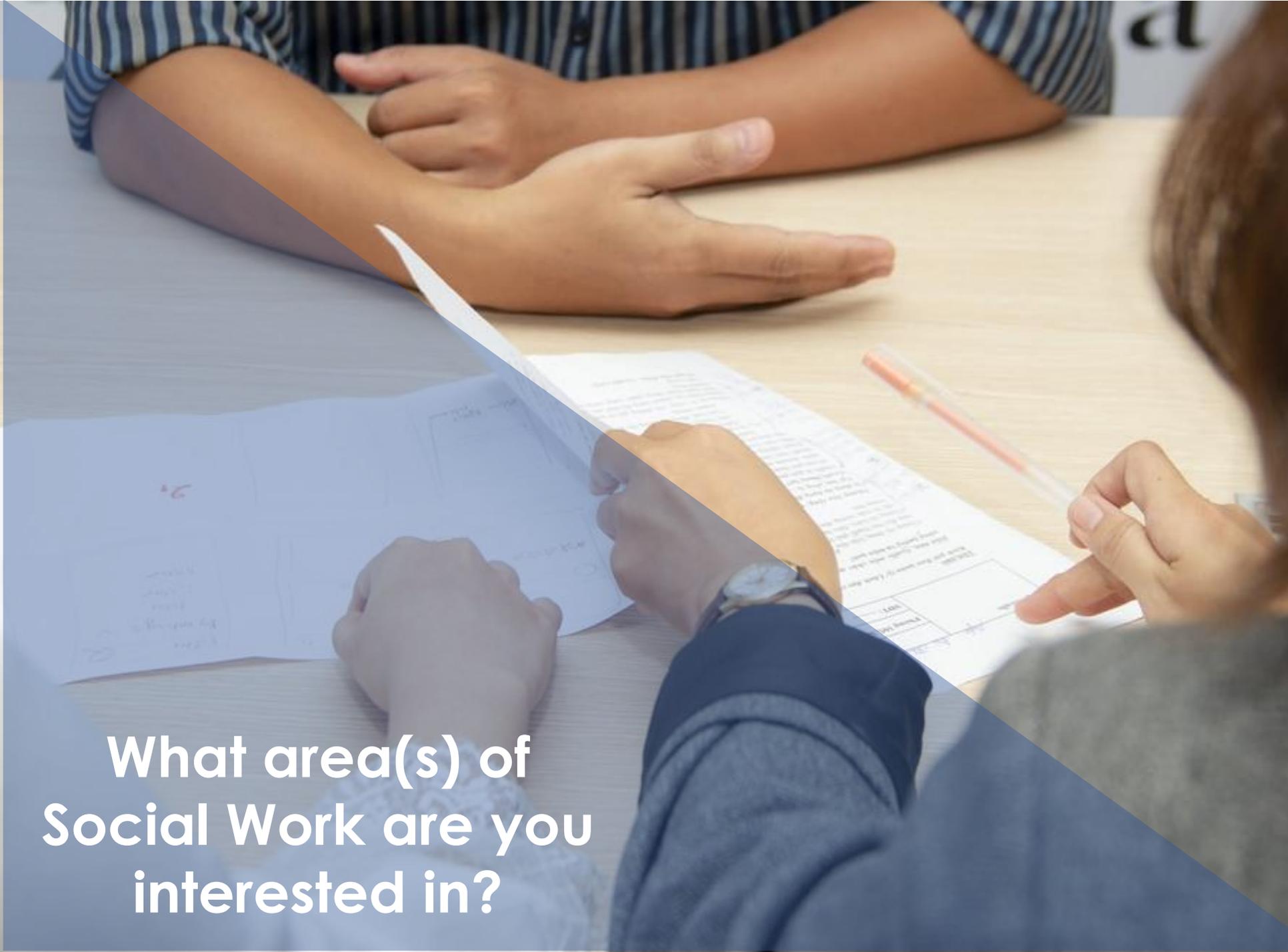
10:00am-3:00pm

Teraanga Commons

Register via the Event Calendar
on the MySuccess Portal

**On the spot resume reviews on
the day of the fair!**





**What area(s) of
Social Work are you
interested in?**



Resume Writing



If you were a hiring manager in the Social Work field, what would you be looking for in a resume?

What are employers looking for?



Are you ABLE to do the job?



Are you going to LOVE the job?



Can we work with you?

Transferable Skills and Knowledge

Skills you gain in one situation that can be used in other situations.



Human Skills-See [here](#) for examples



Hard Skills and Industry Knowledge-See [here](#) for examples

Your resume should have a combination of both.

Examples for Social Work Specific skills

- Must be passionate about specific social work field and supporting people in need
- Customer service and providing one on one support
- Excel in communication (both written and verbal) and possess strong planning and organizational abilities
- A client-centered and non-judgmental approach
- Solid understanding of community resources to support clients effectively.
- The ability to meet deadlines and handle challenging situations with poise is essential.
- Must have excellent analytical and problem-solving skills.
- Must be able to work independently with minimal supervision and have the ability to work as part of a team.

Stuck? Some ways of Identifying Your Skills:

Your degree, Your Future

Social Work

SKILLS

CAREERS

SEE WHAT ALUMNI ARE DOING

Skills and knowledge you may gain from your program:

- Ability to practice social work in accordance with social work codes of ethics
- Understanding of social work's professional role in advancing human rights
- Ability to critically analyze social, political and economic structures that limit human and civil rights
- Ability to advance social justice for individuals, families, groups and communities
- Knowledge about how discrimination and oppression have a negative impact on particular individuals and groups.
- Ability to reflect on their self as it relates to engaging in professional practice through a comprehensive understanding and consciousness of the complex nature of their own social locations and identities
- Ability to apply critical thinking to structural sources of inequalities in the Canadian context.
- Skills in social work research
- Ability to interpret social policies and processes
- Ability to identify gaps in organizational and societal systems and advance solutions to change oppressive social conditions
- Competently perform professional practices including engagement, referral, assessment, planning, intervention, negotiation, mediation, advocacy and evaluation.
- Engage in interprofessional practice with individuals, families, groups and/or communities

Syllabus

Look for;

- Learning objectives
- Learning outcomes
- Assignments

Previous Experience

- Look at the job description (or similar)
- Reflect on tasks done/technology used



Let's pretend we
have a part-time
job working at
Starbucks....

JOB SPECIFIC SKILLS



Remembering customer orders



Communicating with customers



Interacting with other staff



Using the cash register



Multitasking between receiving and delivering customer orders



Arriving to work on time



TRANSFERABLE SKILLS



Accuracy & attention to detail



Time-management skills



Working under pressure
Interpersonal & teamwork skills



Communication skills



Problem solving skills



Punctuality

DISSECTING THE JOB DESCRIPTION

- **Read** the job description in **detail**, pay attention to:
 - The **job title**
 - The **duties** listed, **action** verbs
 - Highlight the **requirements**
 - **Special instructions**
 - e.g. must be a Canadian Citizen, must be bilingual
 - Details about the **employer**

Example Job Description

Job Title: **Career Coach**

CARLETON UNIVERSITY
School of Social Work

FIELD PLACEMENT INFORMATION FORM



ORGANIZATION:	Carleton University Career Services
WEBSITE ADDRESS:	1125 Colonel By Drive, 401 Tory Building
PLACEMENT CONTACT INFORMATION: (name, title, telephone number, e-mail)	Malie Teng, M.Ed. Christy Etienne, M.Ed., CCC Career Counsellor Career Services Carleton University 613-520-6611 malie.teng@carleton.ca christy.etienne@carleton.ca
BRIEF DESCRIPTION OF THE ORGANIZATION/PROGRAM (What do you do? What populations/issues do you serve?)	Career Services is a department at Carleton University that provides career development and career exploration, employment preparation, further education exploration and the primary place for undergraduate and graduate students and alumni to find experiential learning opportunities. Furthermore, Career Services supports students and alumni through the uncertainty and sometimes overwhelming process of degree and career planning.

Job Title: Career Coach

Specific qualifications are:

- Must have strong interpersonal skills and exceptional communication skills.
- Must have a client centre approach with professionalism and strong customer services skills.
- High level of attention to detail and ability to listen actively and offer clarification.
- Strong ability to multi-task and handle pressures that may arise in a busy office setting.
- Ability to work independently, as part of a team and follow direction.
- Knowledge of Microsoft Office, mySuccess and Brightspace is required.

ACTIVITY # 1

DISSECTING THE JOB DESCRIPTION

1. Review the job description provided and discuss the duties, language/action verbs, and skills required for the position

What competencies, skills and experiences is the employer looking for?

2. Generate a list of skills/experiences/ projects/ assignments completed that demonstrate competency for each requirement

<https://carleton.ca/socialwork/practicum-forms-information-important-dates/>

Job Title: Career Coach

Specific qualifications are:

- Must have strong interpersonal skills and exceptional communication skills.
- Must have a client centre approach with professionalism and strong customer services skills.
- High level of attention to detail and ability to listen actively and offer clarification.
- Strong ability to multi-task and handle pressures that may arise in a busy office setting.
- Ability to work independently, as part of a team and follow direction.
- Knowledge of Microsoft Office, mySuccess and Brightspace is required.



Resume Formatting

Resume Formatting Considerations

- Maximum 2 pages
- Font size 11-12 pt.
- 1-inch margins
- Include a 1-page [cover letter](#) (when needed)
- Proofread!
- Avoid using personal pronouns
- Required sections;
 - Contact information (including EMAIL)
 - Educational Background
 - Skills/Abilities Profile
 - Experience
 - **Optional but Recommended:** Applied Projects, Volunteering, Extracurriculars, Certifications

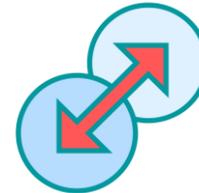


Which Resume is Right for You?



Chronological

- **Template:** Click [here](#)
- Good if you have **a lot of work experience** related to your job goal
- Shows growth and relevant experience/job titles within the “Work Experience” section
- Seeking promotion/increasing responsibility



Combined

- **Template:** Click [here](#)
- Good if you have **some work experience** or transferable skills related to your job goal
- Combines “Skills Profile” formatting from a Skills-Based Resume with the “Work Experience” formatting from a Chronological Resume

Chronological Resume Template

FIRST NAME LAST NAME

City, Province, Postal Code
Phone Number Email Address
LinkedIn URL

CAREER OBJECTIVE: (Optional-Consider including in the absence of a Cover Letter)

Provides an excellent opportunity for you to convince the employer to read the rest of your resume. Target to the job or industry you are applying for and highlight specific experiences, skills and training related to the position or industry.

HIGHLIGHT OF QUALIFICATIONS

- Include a short list of relevant skills (between 5-7) that are targeted to the **position or industry** you're applying to
- o 3+ years of case management experience in social and human services consisting of the housing and mental health industry
 - o Competent in providing a safe and confidential counselling environment for equity seeking community members including newcomers, clients with disabilities, and the 2SLGBTQIA+ population
 - o Proficient in needs assessments and providing timely referrals with local agencies
 - o Excellent writing, research, presentation, and time management skills developed from fulltime post-secondary studies
 - o Certified in First Aid/CPR and ASIST Training
 - o Computer skills: Microsoft Word, Excel, PowerPoint, and SPSS
 - o Fluent in French, Spanish, and English: oral, written and reading

EDUCATION

Title of Degree

2022-Present

- University Attended, City, Province
- o Relevant courses or projects & thesis
 - o Scholarships, awards, Dean's list

WORK EXPERIENCE

List previous or current positions that are related to the position you're applying to in reverse chronological order. Aim for 3-5 bullet points per experience. This section can also be titled "Relevant Experience" or "Select/Other Professional Experience". If you select to include professional and volunteer, ensure you indicate which is work vs. volunteer.

Title of Position

2024-Present

Name of Company/Organization
City, Province

- o Effectively supervised...
- o Dynamically trained...
- o Organized...

VOLUNTEER EXPERIENCE (Optional)

Follow guidelines used for outlining your "Work Experience" and include the title of your position, name of the organization and dates of your participation.

APPLIED PROJECTS (Optional)

In this section, highlight any work-related projects you may have completed during your studies that have provided practical experience. Discuss problems or challenges, the technology or technical skills involved, methods used, and results obtained.

EXTRA CURRICULAR ACTIVITIES (Optional)

This section allows you to present job-related skills, knowledge and achievements acquired through a wide variety of other experiences. It can include things such as:

- o Memberships or Campus activities
- o Volunteer work/community involvement

Combined Resume Template

FIRST NAME LAST NAME

City, Province, Postal Code
Phone Number Email Address
LinkedIn URL

CAREER OBJECTIVE (Optional-Consider including in the absence of a Cover Letter)

Provides an excellent opportunity for you to convince the employer to read the rest of your resume. Target to the job or industry you are applying for and highlight specific experiences, skills and training related to the position or industry.

EDUCATION

Title of Degree **2022-Present**

- University Attended, City, Province
- Relevant courses or projects & thesis
 - Scholarships, awards, Dean's list

SKILLS PROFILE

Use subtitles to divide your experiences into skills. **Below are some examples:**

Communication Skills

- Independently presented a seminar on...
- Applied academic writing skills when drafting a mock policy brief that would...

Assessment Skills

- Evaluated the intake process of a potential mental health center using qualitative research methods to...
- Conducted needs assessments for equity seeking students which helped achieve...

Emotional Intelligence Skills

- Used empathy and active listening skills when addressing retail customers in order to...
- Demonstrated intercultural awareness while providing residence tours for 100+ applicants which resulted in...

WORK HISTORY

Title of Position

2024-Present

Name of Company/Organization
City, Province

- Researched...
- Presented...
- Organized...

VOLUNTEER EXPERIENCE (Optional)

Follow guidelines used for outlining your "Work Experience" and include the title of your position, name of the organization and dates of your participation.

APPLIED PROJECTS (Optional)

In this section, highlight any work-related projects you may have completed during your studies that have provided practical experience. Discuss problems or challenges, the technology or technical skills involved, methods used and results obtained.

EXTRA CURRICULAR ACTIVITIES (Optional)

This section allows you to present job-related skills, knowledge and achievements acquired through a wide variety of other experiences. It can include things such as:

- Memberships and Campus activities
- Volunteer work/community involvement

Main Differences

Chronological

Combined

HIGHLIGHT OF QUALIFICATIONS

Include a short list of relevant skills (between 5-7) that are targeted to the **position or industry** you're applying to

- 3+ years of case management experience in social and human services consisting of the housing and mental health industry
- Competent in providing a safe and confidential counselling environment for equity seeking community members including newcomers, clients with disabilities, and the 2SLGBTQIA+ population
- Proficient in needs assessments and providing timely referrals with local agencies
- Excellent writing, research, presentation, and time management skills developed from fulltime post-secondary studies
- Certified in First Aid/CPR and ASIST Training
- Computer skills: Microsoft Word, Excel, PowerPoint, and SPSS
- Fluent in French, Spanish, and English: oral, written and reading

- Best to use when you have a lot of work experience related to the position to highlight
- Lists all relevant soft and hard skills at the beginning of the resume to capture the employer's attention

SKILLS PROFILE

Use subtitles to divide your experiences into skills. **Below are some examples:**

Communication Skills

- Independently presented a seminar on...
- Applied academic writing skills when drafting a mock policy brief that would...

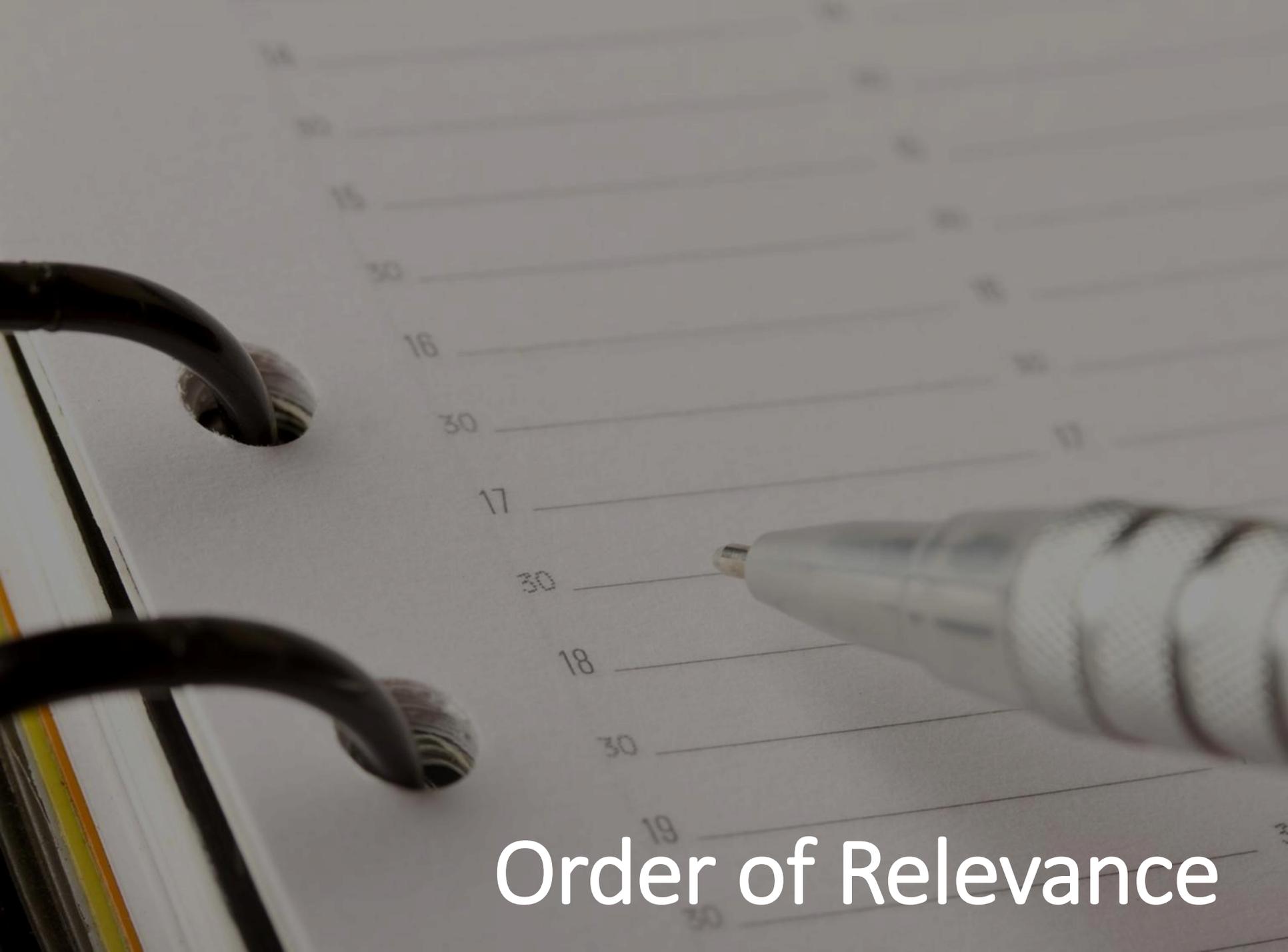
Assessment Skills

- Evaluated the intake process of a potential mental health center using qualitative research methods to...
- Conducted needs assessments for equity seeking students which helped achieve...

Emotional Intelligence Skills

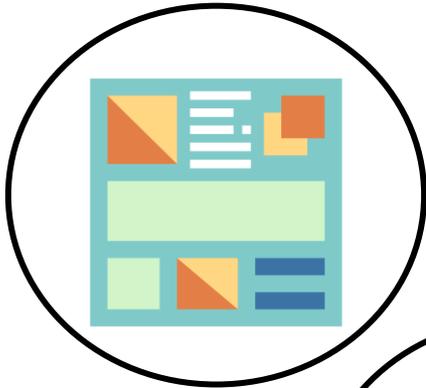
- Used empathy and active listening skills when addressing retail customers in order to...
- Demonstrated intercultural awareness while providing residence tours for 100+ applicants which resulted in...

- Best to use when you may not have a lot of work experience for the position
- Leans on soft skills learned from other work, academic, volunteering and extracurricular experiences



Order of Relevance

Elements of A Resume



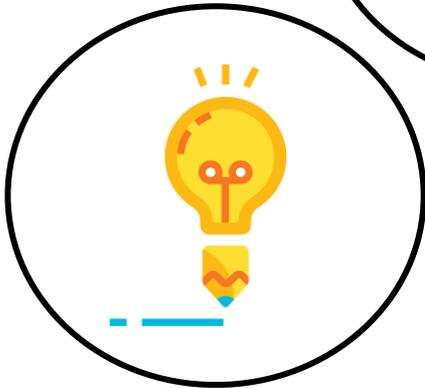
Format

- Type of Resume and Layout



Order of Relevance

- Prioritization and organization of Content



Content

- Writing Style (SAR Statements)

Relevance Considerations



- There is a **“typical”** order information should be presented in (ex. Contact Info, Skills, Education, Experience)
- For experiential sections, items should be **in reverse-chronological order**; most recent experience is first
- Think about how much **relevant experience you have** (work, volunteer, school etc.) and let that guide your section headings
- **Most relevant sections should be at the beginning of the resume**

Contact Information

Full Name
(City/Province)
Phone Number
Carleton Email Address
LinkedIn URL (optional)

Notes:

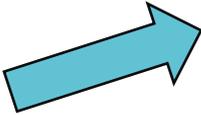
- Be creative!
- Make sure your **email address is professional/appropriate (Consider using your Cmail)**
- Only include your LinkedIn if it is updated



Highlight of Qualifications (Chronological Resume)

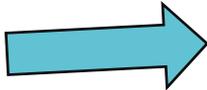
CONTENT

5-7 **relevant** skills that are targeted to the job **position** or **industry**

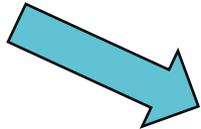


Remember to vary your **action verbs**!!

Hard/Soft Skills that speak to industry **requirements**/lingo



Relevant **certifications, software,** or **languages**



HIGHLIGHT OF QUALIFICATIONS

- **3+ years** of case management experience in social and human services consisting of the housing and mental health industry
- **Competent** in providing a safe and confidential counselling environment for equity seeking community members including newcomers, clients with disabilities, and the 2SLGBTQIA+ population
- **Proficient** in needs assessments and providing timely referrals with local agencies
- **Excellent** writing, research, presentation, and time management skills developed from fulltime post-secondary studies
- **Certified** in First Aid/CPR and ASIST Training
- **Computer skills:** Microsoft Word, Excel, PowerPoint, and SPSS
- **Fluent in French,** Spanish, and English: oral, written and reading

Skills Profile (Combined Resume)

SKILLS PROFILE

Communication Skills

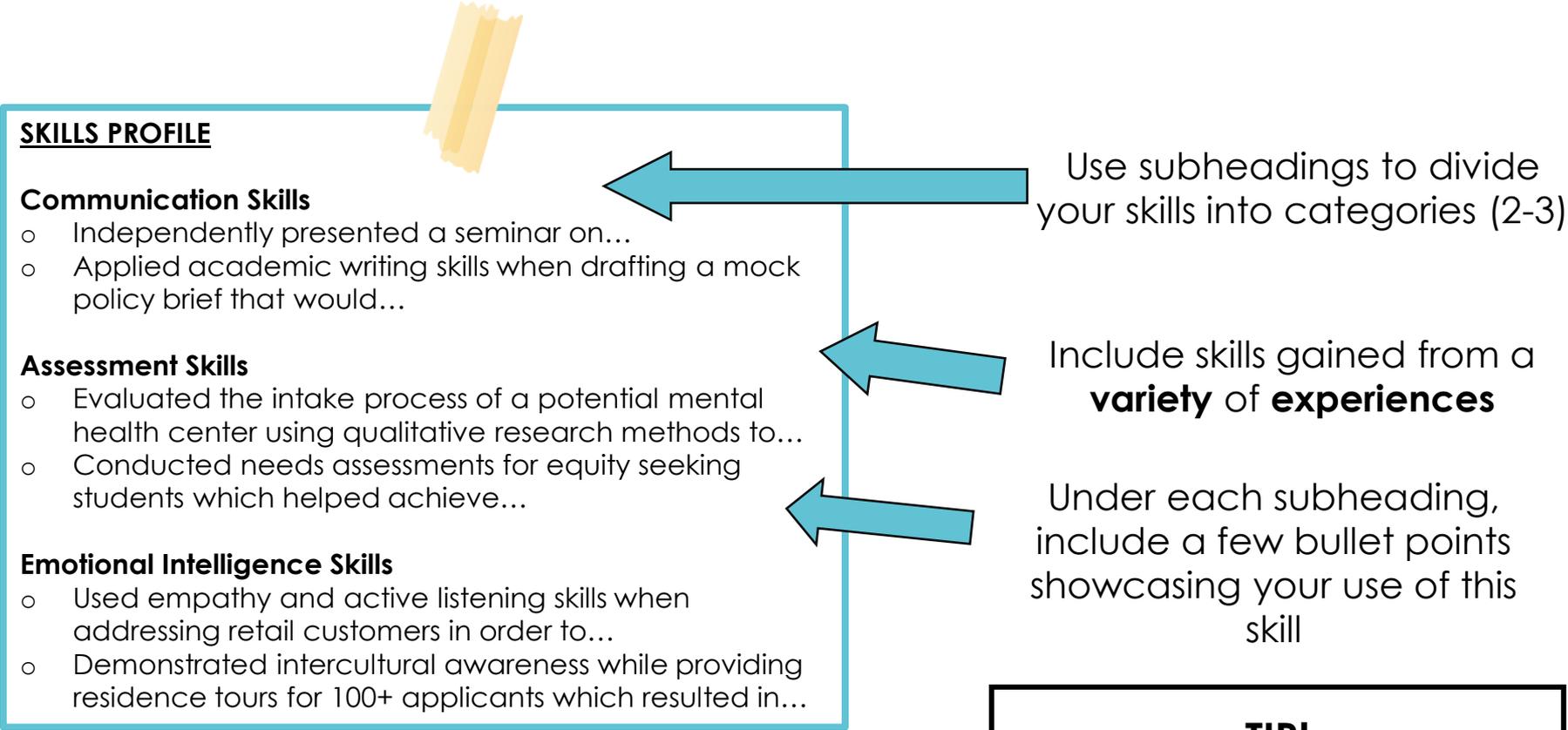
- Independently presented a seminar on...
- Applied academic writing skills when drafting a mock policy brief that would...

Assessment Skills

- Evaluated the intake process of a potential mental health center using qualitative research methods to...
- Conducted needs assessments for equity seeking students which helped achieve...

Emotional Intelligence Skills

- Used empathy and active listening skills when addressing retail customers in order to...
- Demonstrated intercultural awareness while providing residence tours for 100+ applicants which resulted in...



Use subheadings to divide your skills into categories (2-3)

Include skills gained from a **variety of experiences**

Under each subheading, include a few bullet points showcasing your use of this skill

TIP!

Reflect on what you know about an **industry or employer** to influence which applicable skill subheadings you should include

Education



EDUCATION

Degree Level, Major

20xx-Present

Carleton University, Ottawa, ON

- Relevant Courses (Optional)
- Project/ Thesis Title/ Honors Essay (Optional)
- Scholarships/Honors/Awards (Optional)

An example would be:

EDUCATION

Honors Bachelor of Social Work with a Minor in Psychology

2021-Present

Carleton University, Ottawa, ON

- **Relevant Courses:** Statistics, Social Policy, Individuals & Families, Neuropsychology
- **Honors Essay:** "Evaluating Housing Inequalities During a Worldwide Pandemic"
- **Scholarships/Honors/Awards:** Prestige Scholarship and Deans' Honor List

NOTE: If you have more than 3 scholarships, honors or awards, consider creating an "Awards & Honors" section

NOTE: Include entries for all post-secondary credentials in reverse chronological order
(high school is not necessary)

NOTE: If applicable, include any **additional concentrations or minors in other subjects**

“Relevant” Work History

Work Experience

Career Coach

Career Services, Carleton University, Ottawa, ON

- Administering and managing appointment scheduling using the office's software, ensuring efficient organization and documentation of services provided, while supporting administrative functions.
- Conduct comprehensive assessments of student needs in person, over the phone, and email, adhering to the Career Services and Co-operative Education triage protocols.
- Cultivate expertise in resumes and cover letters, job search strategies, networking, and interview preparation, providing 4+ students daily with best practice guidance and advice.

2020-Present

NOTE

- **Bold** the job title for each new job entry in this section. List job entries in reverse chronological order.

NOTE

- Consider only capturing your job titles from the last **5-10 years max.**

NOTE

- This section formatting will be the same for other experience as well; Volunteer, Extracurricular, Other Experience etc.

“Other: Work History (optional)”

Other Work History

Sandwich Artist

2019-Present

Subway Restaurants, Kingston, ON

- Assembled 30+ sandwiches per shift with a **high degree of professionalism** and speed which helped foster a satisfied and loyal customer base
- Demonstrated **emotional intelligence and sensitivity** when providing dietary alternatives for customers from different cultural and religious backgrounds
- Applied **active listening and empathy** when validating customer concerns which minimized the need for de-escalation protocols

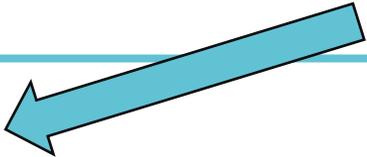


NOTE

- Consider creating a “Other Work History” section exclusively for job roles that are traditionally outside of your industry goal
- Include bullet points that **illustrate skillsets and industry terms that are still transferable** to the roles you’re applying to.

Applied Projects

Highlight any **position-related** projects you may have completed that have provided practical experience



Applied Projects

Title of Project

Summer 2023

Course title, Department, Carleton University, Ottawa, ON

- Discuss problems/challenges, technology or technical skills utilized and the results/outcome
- Some skills to consider;
 - Was there a presentation or paper required?
 - Did you work independently or with a team?
 - What sort of technology or software did you use?

Example

APPLIED PROJECTS:

Exploring Social Media and Interpersonal Relationships

Summer 2023

Media and Social Dynamics, Sociology, Carleton University, Ottawa, ON

- Conducted qualitative interviews with 65 Carleton University students to explore the impact of social media on interpersonal relationships, resulting in a comprehensive analysis of emerging mental health trends
- Collaborated with 5 other classmates to produce a detailed report about the possible causes and solutions for the effect on communication dynamics to educate the Carleton community on the issue
- Created multimedia products such as PowerPoint presentations, a 10 page report, and graphs to visually communicate the methods and findings, engaging an audience of approximately 30 individuals

Other Optional Sections

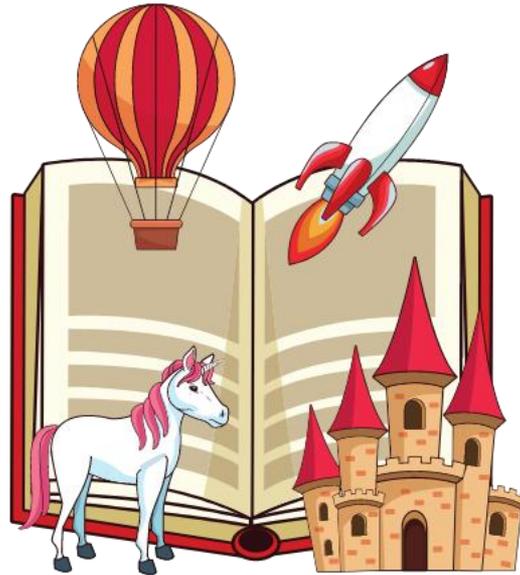
- Relevant/Related Experience
 - Can combine volunteer, work experience, practicums, in one category to showcase all relevant experience together. **Have a separate section for “Other Work Experience”**
- Applied _____ (Skills Category)
 - Good for including/highlighting technical, lab or software specific skills
- Volunteer Experience
- Professional Development
 - Include conferences, workshops etc.
- Memberships/Certifications



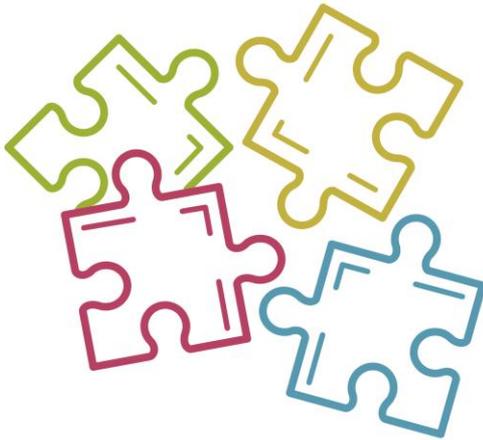
A close-up, slightly blurred photograph of a person's hand holding a pen and writing in a notebook. The notebook is open on a wooden desk, and a yellow sticky note is visible on the right page. The word "Content" is overlaid in the center in a bold, white, sans-serif font. The background shows a person wearing a striped shirt, also blurred.

Content

Show me, don't
tell me!



Communicating Your Skills



Situation:

What was the task at hand?

Action:

What did you do?

Result: What

did you accomplish or learn?

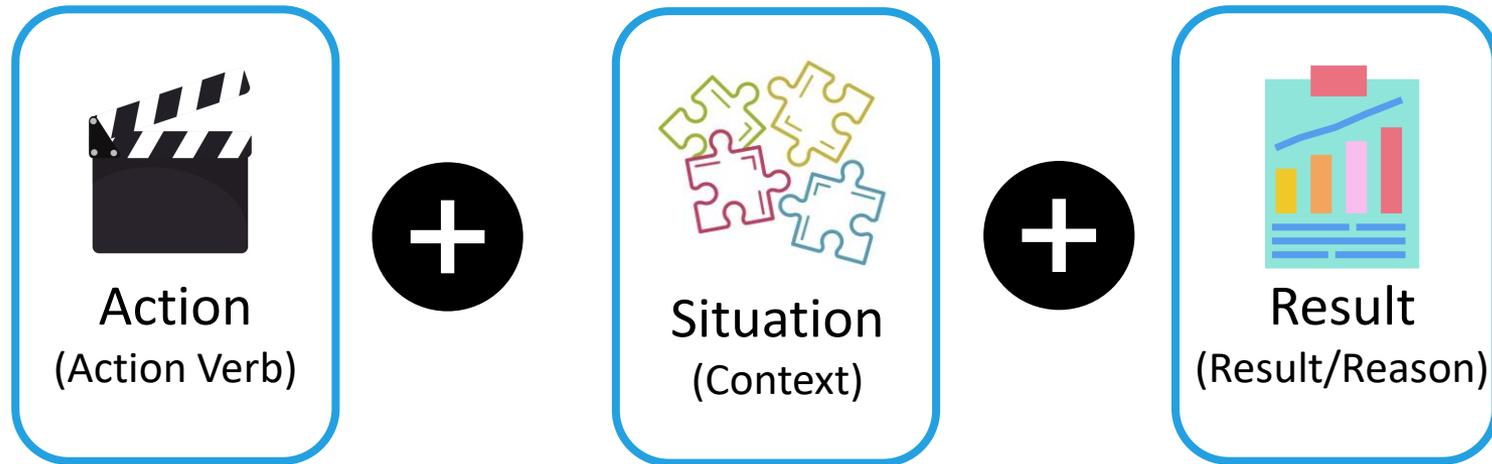
Video SAR Accomplishment Statements



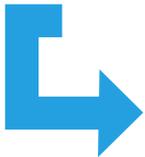
<https://www.youtube.com/watch?v=iBC-A0EWLY8&t=6s>

SAR Formula

WRITING IT OUT



SAR Statements



Applied strong presentation skills

Redesigned the content and outreach strategies associated with a job search workshop series for 150 newcomers which boosted attendance, retention, and placement outcomes by 20%

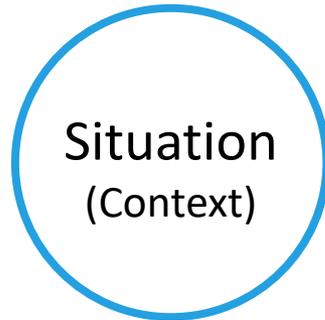
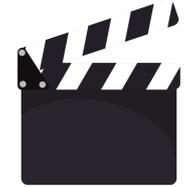
- Concise bullet points to describe your experiences
- Used to outline your accomplishments in a simple and informative way.
- Opportunity to use numbers (result, impact, or engagement)
- Refrain from using personal pronouns or concluding with “periods”

SAR (or ASR) Formula

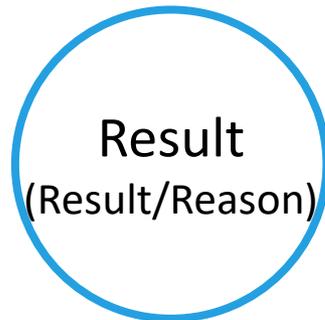


Redesigned ...

(A list of good action words can be found [here](#).)



... the content and outreach strategies associated with a job search workshop series for 150 newcomers ...



... which boosted attendance, retention, and placement outcomes by 20%

(Try to quantify the "Situation" and/or "Result" where possible using numbers, percentages, dollar amounts etc. to demonstrate impact)



SAR Statement Examples

(Action) + (Situation) + (Result)

- Evaluated **(Action)** a mental health center's intake policy using qualitative research methods **(Situation)** to minimize client waitlists by 10% **(Result)**
- Conducted **(Action)** equitable needs assessments for 200+ patients **(Situation)** which helped generate more customized treatment plans **(Result)**
- Orchestrated **(Action)** student learning pods and customized practice exams for 30+ first year Psychology students **(Situation)** which resulted in greater confidence and stronger test scores amongst participants **(Result)**



Tailoring

Job Title: Career Coach

Specific qualifications are:

- Must have strong interpersonal skills and exceptional communication skills.
- Must have a client centre approach with professionalism and strong customer services skills.
- High level of attention to detail and ability to listen actively and offer clarification.
- Strong ability to multi-task and handle pressures that may arise in a busy office setting.
- Ability to work independently, as part of a team and follow direction.
- Knowledge of Microsoft Office, mySuccess and Brightspace is required.

Possible SAR Statements for Highlight of Qualifications, Skills Profile, Work Experience, or Applied Projects



Effectively managed 50+ client orders in a busy coffee shop morning, while maintaining excellent customer service and attention to detail



Completed 25+ independent academic projects using Microsoft Word and Excel, ensuring all documents were submitted before the set deadline

Activity:

Create A SAR Statement

In small groups pick one of the examples below and transform it into a SAR statement. Reflect on your academic studies/experiences to create examples!

- 1. Outstanding communication skills**
- 2. Well-versed in Microsoft office**
- 3. So much experience in customer service!**

Share your SAR statement(s) with the class by writing it on WOOC LAP.

Resumes & CVs

Action Verbs by Skill Set

First identify 2 or 3 skill sets most relevant to the position you hope to attain. Then scan through the list of verbs and select those that describe activities you have done in other situations. Continue down the list until you have identified a handful of examples that demonstrate your competency using this skill. Make sure you arrange your resume in such a way as to highlight the most significant of these. Use headings that match both your skills and the position to which you are applying.

MANAGEMENT					
<input type="checkbox"/> produced	<input type="checkbox"/> attained	<input type="checkbox"/> delegated	<input type="checkbox"/> enforced	<input type="checkbox"/> initiated	<input type="checkbox"/> administered
<input type="checkbox"/> anticipate	<input type="checkbox"/> chaired	<input type="checkbox"/> developed	<input type="checkbox"/> formed	<input type="checkbox"/> integrated	<input type="checkbox"/> recommended
<input type="checkbox"/> analyzed	<input type="checkbox"/> checked	<input type="checkbox"/> devised	<input type="checkbox"/> governed	<input type="checkbox"/> organized	<input type="checkbox"/> coordinated
<input type="checkbox"/> approved	<input type="checkbox"/> reviewed	<input type="checkbox"/> directed	<input type="checkbox"/> headed	<input type="checkbox"/> planned	<input type="checkbox"/> scheduled
<input type="checkbox"/> assigned	<input type="checkbox"/> contracted	<input type="checkbox"/> evaluated	<input type="checkbox"/> increased	<input type="checkbox"/> prioritized	<input type="checkbox"/> supervised
COMMUNICATION					
<input type="checkbox"/> addressed	<input type="checkbox"/> composed	<input type="checkbox"/> drafted	<input type="checkbox"/> interpreted	<input type="checkbox"/> persuaded	<input type="checkbox"/> recruited
<input type="checkbox"/> arbitrated	<input type="checkbox"/> conveyed	<input type="checkbox"/> edited	<input type="checkbox"/> lectured	<input type="checkbox"/> presented	<input type="checkbox"/> translated
<input type="checkbox"/> arranged	<input type="checkbox"/> transcribed	<input type="checkbox"/> exhibited	<input type="checkbox"/> mediated	<input type="checkbox"/> promoted	<input type="checkbox"/> corresponded
<input type="checkbox"/> authored	<input type="checkbox"/> developed	<input type="checkbox"/> formulated	<input type="checkbox"/> moderated	<input type="checkbox"/> publicized	<input type="checkbox"/> collaborated
<input type="checkbox"/> wrote	<input type="checkbox"/> directed	<input type="checkbox"/> influenced	<input type="checkbox"/> negotiated	<input type="checkbox"/> reconciled	<input type="checkbox"/> employed
RESEARCH					
<input type="checkbox"/> assessed	<input type="checkbox"/> critiqued	<input type="checkbox"/> surveyed	<input type="checkbox"/> examined	<input type="checkbox"/> interviewed	<input type="checkbox"/> investigated
<input type="checkbox"/> clarified	<input type="checkbox"/> discovered	<input type="checkbox"/> diagnosed	<input type="checkbox"/> identified	<input type="checkbox"/> reviewed	<input type="checkbox"/> summarized
<input type="checkbox"/> collected	<input type="checkbox"/> defined	<input type="checkbox"/> dissected	<input type="checkbox"/> inspected	<input type="checkbox"/> organized	<input type="checkbox"/> determined
<input type="checkbox"/> correlated	<input type="checkbox"/> detailed	<input type="checkbox"/> evaluated	<input type="checkbox"/> interpreted	<input type="checkbox"/> reported	<input type="checkbox"/> systematized
TEACHING					
<input type="checkbox"/> adapted	<input type="checkbox"/> revised	<input type="checkbox"/> evaluated	<input type="checkbox"/> informed	<input type="checkbox"/> simplified	<input type="checkbox"/> coordinated
<input type="checkbox"/> advised	<input type="checkbox"/> developed	<input type="checkbox"/> explained	<input type="checkbox"/> inspired	<input type="checkbox"/> set goals	<input type="checkbox"/> tailored
<input type="checkbox"/> clarified	<input type="checkbox"/> enabled	<input type="checkbox"/> facilitated	<input type="checkbox"/> instructed	<input type="checkbox"/> sparked	<input type="checkbox"/> encouraged
<input type="checkbox"/> coached	<input type="checkbox"/> communicated	<input type="checkbox"/> guided	<input type="checkbox"/> persuaded	<input type="checkbox"/> stimulated	<input type="checkbox"/> trained
<input type="checkbox"/> unified	<input type="checkbox"/> lectured	<input type="checkbox"/> counseled	<input type="checkbox"/> led	<input type="checkbox"/> mentored	<input type="checkbox"/> modified
DETAILS					
<input type="checkbox"/> approved	<input type="checkbox"/> dispatched	<input type="checkbox"/> compiled	<input type="checkbox"/> organized	<input type="checkbox"/> retrieved	<input type="checkbox"/> met deadlines
<input type="checkbox"/> validated	<input type="checkbox"/> responded	<input type="checkbox"/> arranged	<input type="checkbox"/> purchased	<input type="checkbox"/> classified	<input type="checkbox"/> implemented
<input type="checkbox"/> retained	<input type="checkbox"/> recorded	<input type="checkbox"/> judged	<input type="checkbox"/> compared	<input type="checkbox"/> operated	<input type="checkbox"/> recognized
<input type="checkbox"/> examined	<input type="checkbox"/> exhibited	<input type="checkbox"/> collected	<input type="checkbox"/> inspected	<input type="checkbox"/> copied	<input type="checkbox"/> processed
FINANCIAL					
<input type="checkbox"/> verified	<input type="checkbox"/> audited	<input type="checkbox"/> developed	<input type="checkbox"/> forecasted	<input type="checkbox"/> projected	<input type="checkbox"/> researched
<input type="checkbox"/> allocated	<input type="checkbox"/> balanced	<input type="checkbox"/> earned	<input type="checkbox"/> managed	<input type="checkbox"/> received	<input type="checkbox"/> reviewed
<input type="checkbox"/> analyzed	<input type="checkbox"/> budgeted	<input type="checkbox"/> estimated	<input type="checkbox"/> marketed	<input type="checkbox"/> reduced	<input type="checkbox"/> administered
<input type="checkbox"/> appraised	<input type="checkbox"/> calculated	<input type="checkbox"/> financed	<input type="checkbox"/> planned	<input type="checkbox"/> adjusted	<input type="checkbox"/> proposed



Co-op and
Career Services
CARLETON UNIVERSITY

401 Tory Building career@carleton.ca 613-520-6611



carletoncareer



@Hrcarleton_u

SKILLS IDENTIFICATION

Part 1:

Instructions: The goal of this exercise is to help you identify your marketable skills and abilities in order to create SAR statements. Start by reflecting on your academic experiences. Add these to the first column. Then for each situation, write out as many details as possible about how you went about this task (what skill did you use). Finally, explain the relevance/impact of what you did.

Situation (S) What was the task/situation at hand?	Action (A) What did you do? How did you do it? *This is often the transferable skill	Result (R) What did you accomplish? What was the importance/impact of what you did?

Part 2:

Instructions: Draft your SAR statement using the information in the table above.

SAR statement formula: Action verb + Situation + Result

SAR statement:



Cover Letters

Cover Letter Considerations

- **ALWAYS INCLUDE!** Should come before the resume
- 1 page
- Can use first person
- **Purpose:** Provides a more personal narrative to your application
- **Purpose:** Highlight the most **relevant skills and experiences** you have as they relate to the position you're applying to
- **Purpose:** Demonstrate that you have researched the company/industry/job position you're applying for
- Proofread!
- **No two Cover Letters should be the same**



Cover Letter

FIRST NAME LAST NAME
City, Province, Postal Code
Phone Number Email Address
LinkedIn URL



Your contact information should match your resume

Date of submission

Company's contact information



Show research

Re: Job Title (competition number)

Dear First and Last name(Or Hiring Manager):



Find the name of the Hiring Manager or use "Dear Hiring Manager"

Opening Paragraph: state why you are writing, specify the position or type of work for which you are applying. You should mention how you heard about the opening. Express your passion for the industry you're applying to.

Middle Paragraph: relate your skills, interest, knowledge and abilities to the needs of the employer. Point out relevant training, education and employment. Elaborate on courses, projects and relevant experience

Third Paragraph: Explain why you are interested in working for the employer. Show your knowledge of the company. Specify your reasons for wanting this type of employer. Try to convince the employer of your suitability to the job and company

Closing Paragraph: Use an appropriate closing to pave the way for an interview

Sincerely,
Signature
Type Name

Cover Letter Breakdown

Paragraph 1:

- Personalized greeting by **introducing yourself**. State your degree program and year standing.
- State **what position you're applying for** and **how you heard about the opening**.
- Express your passion for the type of industry you're applying to
- ***Usually around 3-4 sentences**

Paragraph 2:

- Provide **concrete examples to explain your 3 or 4 most relevant skills/experiences**. Why are these important for the job/employer/industry?
- Consider using **"You" or "Your" statements** "Your ideal candidate will need [insert skill] when addressing...I have demonstrated this skill by..."
- ***Usually, the longest paragraph; 5-6 sentences**

Cover Letter Breakdown

Paragraph 3:

- Include a few fact-based sentences about the company – research! **Include concrete examples.**
- What have they accomplished? What resonates with you? What is unique about them? This will help bolster your reasoning for why you want to work for them.
- **Describe what you have to offer them, not what you will get from the opportunity**
- ***Usually around 3-4 sentences**

Paragraph 4:

- Be sure to **thank the employer**
- Express enthusiasm in being selected for an interview and/or your excitement for the opportunity
- ***Usually around 2 sentences**

ACTIVITY

If you were a Hiring Manager, who would get the interview?

Jim

Or

Pam?

<https://carleton.ca/socialwork/practicum-forms-information-important-dates/>

Jim

vs

Pam

- Informal greeting
- No passion for the industry expressed
- Did not relate skills to the Oxfam position – no 'you' and 'your' statements
- Did not use practical examples to back-up interpersonal skills
- Did not emphasize what he can do for the company but focused on how the position will benefit him

- Professional greeting to the hiring manager
- Stated why she is a good fit for the role in the introduction
- Skills were backed-up with concrete examples
- Used 'you' and 'your' statements
- Emphasized how she aligns with the company's mission and values and 'what she can do for them'



Final Thoughts

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carleton.ca/career/survey/

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