



# HOW TO **WRITE A RESUME**

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## THE MOST IMPORTANT DOCUMENTS YOU CAN USE

Your cover letter and resume are the most important documents you can use to demonstrate your skills, experience, and knowledge in relation to job advertisements.

## ARE YOU REALLY INTERESTED?

- Success comes from doing something you like to do.
- Are you interested in the work responsibilities you are applying to?

## WHAT IS IN IT FOR YOU?

- Does the job potentially contribute to the goals you have set for your career and life?
- Look for the jobs that match your values and will help you develop as a person or professional.
- Where does it fit within your career map?  
Map Your Career Path in the Training Academy.

## WHAT IS THE WORK ENVIRONMENT LIKE?

- Does it look like the environment of the job will fit with your personal situation and expectations?
- Do your research and define your requirements related to your commute, work schedule, work culture, and goals.

If you are ready to apply and are excited about the position, then it is time to get your resume ready.

Your resume must clearly, concisely and strategically present your qualifications to capture the attention of a hiring manager. It should convey your skills, work experience and assets. A resume is used to describe what you can accomplish professionally in a manner that also illustrates what you can do for an employer. Job opportunities can arise unexpectedly. An up-to-date resume is the key to a successful job search.

## BASIC OUTLINE FOR CREATING A RESUME

*Here is a basic outline to help guide you in the creation of a resume:*

- Name
- Contact information (phone number & email address only)
- Resume summary or objective
- Experience
- Education
- Skills/Certifications
- Volunteer experience

HOWEVER, BEFORE YOU APPLY  
TO A JOB, ASK YOURSELF....



Here is how to write a good resume and what you should and should not include...

## RESUME BEST PRACTICES

### **KEEP YOUR RESUME CLEAR, CONCISE AND INTERESTING**

Hiring managers will only spend 10-30 seconds scanning your document. You want them to see right away that you are qualified for the position.

### **BE HONEST**

Lying on your resume is never a good idea. You do not want to overstate your skills or results as it will mislead the employer. Have confidence in what you have to offer.

### **PROOFREAD YOUR RESUME NUMEROUS TIMES**

Be sure there are no spelling or grammar mistakes. Have someone else read it over as well. A simple spelling mistake on a resume can give a negative impression to the employer and prevent you from getting the job.

### **LIMIT YOUR RESUME TO TWO PAGES**

Place the emphasis of your resume on your most recent experience. Older jobs and experience that are more than 10 years old should either be cut out or minimized. This way, the employer can focus on the most relevant information.



## **STATE YOUR OBJECTIVE CLEARLY**

You should list the title of the role you want to target. If you are responding to a job posting, this role will be the job you are applying for. Being a “jack of all trades” is not a good thing for an employer. If you want to be a General Manager, then call yourself a General Manager. Do not expect an employer to identify what you should be.

## **TAILOR YOUR RESUME TO SUIT THE POSITION YOU ARE APPLYING FOR**

Specify work experience or achievements that are related to the position you are applying to. This can be done by reviewing the job description or the employer website.

## **HIGHLIGHT WHAT YOU HAVE ACCOMPLISHED**

You want to be able to identify the best examples of where you demonstrated your skills. These examples should speak to what you achieved in your role and should demonstrate what kind of employee you are. It is best to include this information in the "Work Experience" section of the resume. This is key to differentiate yourself from other candidates to employers that want a proven track record.

## **QUANTIFY YOUR ACHIEVEMENTS**

Use firm numbers that the employer will understand and be impressed by. For example, how many people you supervised, how many products you sold, by what percentage you increased sales, etc.

## **USE SIMPLE WORDS AND ACTION VERBS**

The person reading your resume might not always be the employer. Resumes can be reviewed by recruiters or Human Resources specialists who may not be familiar with your specific field. Use simple and plain language, but also persuasive verbs such as handled, managed, led, developed, increased, accomplished, leveraged, etc.

## **INCLUDE UNPAID WORK THAT HIGHLIGHT YOUR SKILLS**

If you have volunteered with a well-known organization or worked for an important cause, put it in your resume. You should include these experiences under the "Work Experience" or the "Volunteer Work" section, especially if they are related to the position you are applying for.

## **DOUBLE CHECK AND INCLUDE YOUR CONTACT INFORMATION**

Your resume should list your name, email and phone number. This information should be placed at the top of the first page. Ensure this information is accurate, otherwise, the employer will not be able to contact you.

## **ADD YOUR LINKEDIN PROFILE URL ADDRESS**

Create a custom LinkedIn profile URL so that it isn't as 'clunky' as the one that LinkedIn designated for you. You want to make it as easy as possible for the employer to find your profile, particularly when viewing a printed version of your resume. Also, ensure your profile is up to date and that it contains a strong summary.



# THINGS TO AVOID WHEN WRITING YOUR RESUME...

## **DO NOT USE AN INAPPROPRIATE EMAIL ADDRESS**

Make sure your email is easy to read, easy to type, professional and non-offensive. In general, your email address should be based on your name. Exclude any nicknames, numbers, or special characters.

## **DO NOT INCLUDE UNNECESSARY PERSONAL INFORMATION**

It is best to leave out any personal details such as age, weight, height, marital status, religious beliefs, political views, address, or any other personal attributes that could be controversial. This will prevent any potential bias.

***\*\*MOST IMPORTANTLY, NEVER INCLUDE YOUR SOCIAL INSURANCE NUMBER IN YOUR RESUME.\*\****

## **DO NOT INCLUDE A PICTURE OF YOURSELF**

Although in some countries it may be acceptable to include a photo, it is not the norm in Canada. You want the employer to focus on your skills and experience, not what you look like.

## **AVOID USING TOO MANY BULLETS**

Make your resume easy to read by limiting each resume section or subsection to 5-7 bullet points. This will make it easier for the employer to scan your resume and identify your potential. Each bullet point should be used wisely by keeping the information relevant and concise.

## **AVOID LISTING JOB RESPONSIBILITIES**

Your job duties will be obvious from your job title. Instead, highlight your achievements by putting a personal spin on your job duties and providing specific examples.

## **AVOID MAKING GENERAL STATEMENTS**

Steer clear from vague statements that don't highlight your actual contribution. Unclear statements such as, "Responsible for improving efficiencies and making cost savings" does not provide any information to an employer. Personalize your experience.

### **DO NOT INCLUDE REASONS FOR LEAVING PREVIOUS JOBS**

The main purpose of your resume is to promote your skills, experience and achievements. It should be entirely positive, and therefore should not include reasons for leaving as it does not add any value to you as a candidate.

### **AVOID INCLUDING REFERENCES**

An employer only requires references if they are

seriously considering hiring you. Keep references on a separate sheet and provide them only when they are specifically requested.

### **AVOID INCLUDING HOBBIES OR INTERESTS**

It is not recommended to mention hobbies because of the judgments potential employers can make. However, if your hobbies relate to the position, you may include them as they can demonstrate to the employer why you are a good fit.

## **Importance of Using Resume Outlines**

Though creating a resume can seem daunting, an outline will help you organize your thoughts and help you consider how you will go about creating your final resume. Resume templates or outlines will help ensure your document is well structured and well written. An outline will help save you time by eliminating the need to create a resume from scratch.

Having a carefully crafted resume can help your application

# **STAND OUT!**



# HOW TO WRITE A RESUME

## PGA OF CANADA ZONE OFFICES

Find out more about how a PGA of Canada professional can help your facility improve its service standards and financial performance. For further information on hiring guidelines, please contact your PGA of Canada Zone Office:

### PGA OF ALBERTA

517 23rd Avenue NW, Calgary, AB T2M 1S7  
Ph: 403-256-8894 | TF: 1-800-866-6140  
E: [info@pgaofalberta.com](mailto:info@pgaofalberta.com) | W: [www.pgaofalberta.com](http://www.pgaofalberta.com)

### PGA OF BRITISH COLUMBIA

#243 - 7080 River Road, Richmond, BC V6X 1X5  
Ph: 604-303-6766 | TF: 1-800-667-4653 | Fx: 604-303-6765  
E: [info@pgabc.org](mailto:info@pgabc.org) | W: [www.pgabc.org](http://www.pgabc.org)

### PGA OF NORTHERN ONTARIO

100 Tupper Drive, North Bay, ON P1C 1N3  
Ph: 705-472-7270 | E: [nbgccgolfpro@hotmail.com](mailto:nbgccgolfpro@hotmail.com)  
W: [www.nopga.ca](http://www.nopga.ca)

### PGA OF OTTAWA

18035 Island Road, Martintown, ON K0C 1S0  
Ph: 613-662-4647 | E: [ca@pgaofottawa.ca](mailto:ca@pgaofottawa.ca)  
W: [www.pgaofottawa.com](http://www.pgaofottawa.com)

### PGA OF CANADA ATLANTIC

PO Box 3919, St. Andrews, NB E5B 3S7  
Ph: 506-529-3496 | Fx: 506-529-8711  
E: [lggolf@nb.sympatico.ca](mailto:lggolf@nb.sympatico.ca) | W: [www.pgaofcanadaatlantic.com](http://www.pgaofcanadaatlantic.com)

### PGA OF MANITOBA

Suite 278 162-2025 Corydon Avenue, Winnipeg, MB R3N 0P5  
Ph: 204-253-5430 | E: [dana@pgaofmanitoba.com](mailto:dana@pgaofmanitoba.com)  
W: [www.pgaofmanitoba.com](http://www.pgaofmanitoba.com)

### PGA OF ONTARIO

10080 Kennedy Road Blue House, Markham, ON L6C 1N9  
Ph: 905-887-6060 | E: [melanie@pgaofontario.com](mailto:melanie@pgaofontario.com)  
W: [www.pgaofontario.com](http://www.pgaofontario.com)

### PGA OF QUEBEC

4545 Pierre-De Coubertin, Montreal, QC H1V 0B2  
Ph: 514-252-3348 | E: [info@pgaquebec.com](mailto:info@pgaquebec.com)  
W: [www.pgaquebec.com](http://www.pgaquebec.com)

### PGA OF SASKATCHEWAN

6 Aspen Place, Outlook, SK S0L 2N0  
Ph: 306-860-7672 | E: [pgasask@gmail.com](mailto:pgasask@gmail.com)  
W: [www.pgask.com](http://www.pgask.com)

### PGA OF CANADA NATIONAL OFFICE

13450 Dublin Line, Acton, ON L7J 2W7  
Ph: 1-800-782-5764  
E: [employment@pgaofcanada.com](mailto:employment@pgaofcanada.com)  
W: [www.pgaofcanada.com](http://www.pgaofcanada.com)