

Sample Words for Your Resumé

General:

Administered	Contracted	Enforced	Incorporated	Originated	Restored
Analyzed	Controlled	Enhanced	Increased	Overhauled	Reviewed
Appointed	Converted	Established	Initiated	Oversaw	Scheduled
Approved	Co-ordinated	Executed	Inspected	Planned	Secured
Assigned	Decided	Generated	Instituted	Presided	Selected
Attained	Delegated	Handled	Led	Prioritized	Streamlined
Authorized	Developed	Headed	Managed	Produced	Strengthened
Chaired	Directed	Hired	Merged	Recommended	Supervised
Considered	Eliminated	Hosted	Motivated	Reorganized	Terminated
Consolidated	Emphasized	Improved	Organized	Replaced	

Research Skills:

Analyzed	Detected	Explored	Interpreted	Organized	Tested
Clarified	Determined	Extracted	Interviewed	Researched	
Collected	Diagnosed	Formulated	Invented	Reviewed	
Compared	Evaluated	Gathered	Investigated	Searched	
Conducted	Examined	Identified	Located	Summarized	
Critiqued	Experimented	Inspected	Measured	Surveyed	

Communication/People Skills:

Addressed	Consulted	Edited	Involved	Persuaded	Solicited
Advertised	Contacted	Elicited	Joined	Presented	Specified
Arbitrated	Conveyed	Enlisted	Judged	Promoted	Spoke
Arranged	Convinced	Explained	Lectured	Proposed	Suggested
Articulated	Corresponded	Expressed	Listened	Publicized	Summarized
Authored	Debated	Formulated	Marketed	Reconciled	Synthesized
Clarified	Defined	Furnished	Mediated	Recruited	Translated
Collaborated	Described	Incorporated	Moderated	Referred	Wrote
Communicated	Developed	Influenced	Negotiated	Reinforced	
Composed	Directed	Interacted	Observed	Reported	
Condensed	Discussed	Interpreted	Outlined	Resolved	
Conferred	Drafted	Interviewed	Participated	Responded	

Technical Skills:

Adapted	Conserved	Developed	Operated	Remodeled	Standardized
Applied	Constructed	Engineered	Overhauled	Repaired	Studied
Assembled	Converted	Fabricated	Printed	Replaced	Upgraded
Built	Debugged	Fortified	Programmed	Restored	Utilized
Calculated	Designed	Installed	Rectified	Solved	
Computed	Determined	Maintained	Regulated	Specialized	

Teaching Skills:

Adapted	Conducted	Encouraged	Guided	Motivated	Taught
Advised	Co-ordinated	Evaluated	Individualized	Persuaded	Tested
Clarified	Critiqued	Explained	Informed	Set Goals	Trained
Coached	Developed	Facilitated	Instilled	Simulated	Transmitted
Communicated	Enabled	Focused	Instructed	Stimulated	Tutored

Financial/Data Skills:

Administered	Assessed	Computed	Estimated	Planned	Reduced
Adjusted	Audited	Conserved	Forecasted	Prepared	Researched
Allocated	Balanced	Corrected	Managed	Programmed	Retrieved
Analyzed	Budgeted	Determined	Marketed	Projected	
Appraised	Calculated	Developed	Measured	Reconciled	

Creative Skills:

Acted	Condensed	Displayed	Founded	Invented	Planned
Adapted	Created	Drew	Illustrated	Modeled	Revised
Began	Customized	Entertained	Initiated	Modified	Revitalized
Combined	Designed	Established	Instituted	Originated	Shaped
Composed	Developed	Fashioned	Integrated	Performed	
Conceptualized	Directed	Formulated	Introduced	Photographed	

Accomplishments:

Achieved	Exceeded	Reduced	Resolved (issues)	Succeeded	Won
Completed	Improved	(losses)	Restored	Surpassed	
Expanded	Pioneered		Spearheaded	Transformed	

Helping Skills:

Adapted	Cared for	Demonstrated	Familiarized	Prevented	Supplied
Advocated	Clarified	Diagnosed	Furthered	Provided	Supported
Aided	Coached	Educated	Guided	Referred	Volunteered
Answered	Collaborated	Encouraged	Helped	Rehabilitated	
Arranged	Contributed	Ensured	Insured	Represented	
Assessed	Co-operated	Expedited	Intervened	Resolved	
Assisted	Counseled	Facilitated	Motivated	Simplified	

Organization/Detail Skills:

Approved	Corrected	Incorporated	Ordered	Registered	Submitted
Arranged	Corresponded	Inspected	Organized	Reserved	Supplied
Catalogued	Distributed	Logged	Prepared	Responded	Standardized
Categorized	Executed	Maintained	Processed	Reviewed	Verified
Coded	Filed	Monitored	Provided	Routed	
Collected	Generated	Obtained	Purchased	Scheduled	
Compiled	Implemented	Operated	Recorded	Screened	

(Your Name)
(Your Address)
(Your Phone Number) (Your Email)

OBJECTIVE

To acquire a full time position as a (POSITION TITLE) at (COMPANY NAME), working collaboratively with other skilled tradespersons to successfully accomplish assigned projects with an emphasis on effective communication, time management and organization.

PROFILE

- Ten years of experience in performing general labour tasks including plumbing, drywall, framing and duct work.
- Trained by one of the most reputable and well-known construction firms in residential construction, A&E Contracting.
- Demonstrated ability to quickly build rapport with clients to maintain professional working relations in a team-oriented environment.
- Apply excellent problem-solving skills to successfully accomplish construction projects in a dynamic and fast-paced profession.
- Extensive knowledge in all phases of new construction, remodeling and property maintenance.

RELATED EXPERIENCE (this could include volunteer activities)

Communication

- Managed work site facilities ensuring employees operated in accordance with the *Ontario Health and Safety Act*.
- Worked effectively as a team member remodeling residential properties, consulting with homeowners, ordering materials and assisting in the preparation of project budgets.
- Entrusted with training dozens of carpenter apprentices and new employees.

Leadership

- Scheduled and monitored subcontractors (plumbers, electricians and sheet metal workers) for large scale custom home development projects in the absence of foreman.
- Acquired building permits from the township, drawing up project plans and scheduling subcontractors.

Time Management

- Assured quality control under strict time constraints in a fast paced work environment.
- Operated heavy machinery, transporting materials throughout the plant and ensuring each work station was adequately equipped with products.

EDUCATION and CERTIFICATION — Highlight your relevant and current education

SELECTED VOLUNTEER ACTIVITIES:

Include: volunteer position title and a short description of duties and skills.

(Your Name)
(Your Address)
(Your Phone Number) (Your Email)

OBJECTIVE:

To acquire a full time position as a POSITION TITLE at COMPANY NAME working collaboratively with other health professionals and working with clients to enhance patient well-being.

SUMMARY OF QUALIFICATIONS:

- Two years of experience as a Personal Support Worker responsible for providing residents with long-term care in York Region.
- Excellent observation skills and knowledge of health related issues used to assist patients based upon their individual needs and medical requirements.
- Effective listening and communication techniques used to identify patient concerns and communicate detailed treatment procedures to clients with compassion and clarity.
- Use excellent problem-solving skills to successfully assess patient care in a dynamic and fast-paced environment.
- Computer literate in Microsoft Office software and the ability to research the Internet.

SKILLS PROFILE:

Multi-Tasking

Personal Support Worker

- Diligent in multi-tasking in both a team and individual environment with an emphasis on providing assistance, support and supervision to residents.
- Worked effectively as a team member with a variety of different health professionals in a fast-paced dynamic work environment.
- Entrusted with providing patients prompt and accurate medical attention based upon each individual's specific requirements and needs.

Communication

General Contractor

- Managed work site facilities ensuring employees operated in accordance with the *Ontario Health and Safety Act*.
- Worked effectively as a team member remodeling residential properties, consulting with homeowners, ordering materials and assisting in the preparation of project budgets.
- Entrusted with training dozens of carpenter apprentices and new employees.

WORK EXPERIENCE:

Position Title

Company name, Company location

Years worked

EDUCATION: — Highlight your relevant and current education

JIN LEE

123-456-7890
Jin_lee@gmail.ca

100 Avenue Road
Here, ON 1A2 B3C

Payroll and Benefit Specialist

SUMMARY OF QUALIFICATIONS

- Six years of experience in payroll and benefits including program development and benefits administration
- Bachelor of arts degree and Human Resources certification
- Intermediate computer skills in Microsoft Word, Excel, Access and Outlook

EMPLOYMENT HISTORY

Payroll Specialist 2005 - Present
ABC Inc., Someplace, ON

- Process bi-weekly payroll for 250 employees
- Reduced annual costs by \$225,000 through implementing TaxSaver benefit plans
- Issue payments, including bonuses, vacation, incentives and retroactive pay; provide assistance to employees to resolve payroll issues
- Reconcile payroll related accounts, including preparation of journal entries, adjustments and corrections

Human Resources Assistant 2002 - 2005
HR Inc., Someplace, ON

- Assisted in developing in-house training programs that saved more than \$250,000 in training costs over a four-year period
- Collected statistics and prepared reports on benefit plan trends
- Prepared benefit packages for 400 employees
- Assisted in recruitment, interviews and selection of staff

Administrative Assistant 1999 - 2002
Staffing Ltd., There, AB

- Collected attendance, overtime and compensation information for payroll
- Answered up to 30 calls per day and politely gave information about programs and services

EDUCATION & TRAINING

Human Resources Certificate, ABC College, Someplace, ON 2005
Customer Service Workshop, HR Inc., Someplace, ON 2004
Health and Safety Training, Staffing Ltd., There, AB 1999
Bachelor of Arts Degree, University of City, City, ON 1999

Sample Cover Letter One

Dear Hiring Manager,

I noticed from your company website that you are opening a new location in my area and I have enclosed my resumé for your consideration. With over 100 locations in Canada, it is evident that your organization is a leader in the consumer products industry and I believe that I would be a valuable addition to your staff.

In today's customer service oriented society, timely, friendly, proactive service is sought to enhance future business growth. Customer loyalty is always impacted when you employ the right service retail professional to represent you when assisting your valued customers.

My long-term experience in the service industry has taught me how to meet and exceed customer expectations with service that sells! I have assisted all types of customers in all types of settings. I realize that acquiring and maintaining loyal repeat business as well as spreading the word of your business through these loyal patrons is of the utmost importance in every company. Positioning a company for better exposure and greater marketability is a task that I have performed with success many times.

I am eager to meet with you to discuss how I can support the success of your new location.

Sincerely,

Your Signature

Sample Cover Letter Two

Dear Mr. Someone,

Please accept the enclosed resumé in consideration for the above position as advertised in the SomeCity Tribune on September 12, 2010. My extensive background has provided me with practical, hands-on experience in all facets of residential and commercial construction. This experience would effectively contribute to your organization's goal of providing a product that exceeds expectations, not budget.

After reviewing my resumé, you will see that I have made outstanding contributions to my present employer, which have benefited the bottom line. The accomplishments are derived from my exceptional interpersonal and communication skills, strong attention to detail and unparalleled work ethic. A key talent that I can bring your organization includes a practical approach to construction with a constant eye for controlling costs and finishing the project under budget without diminishing quality. My reputation precedes me for listening to and analyzing employee ideas and thoughts on creating a safe and productive work environment.

I am enthusiastic about exploring opportunities with ABC Company Limited and look forward to hearing from you. I will contact you in the next few days to answer any questions and schedule an interview at your convenience.

Thank you for your time and consideration.

Sincerely,

Your Signature

John Work

111 Main Street South
Anywhere, Ontario A1C 2D3

905-111-2222
johnwork@emailaccount.ca

June 14, 2009

Attention: Susan Hires, HR Manager
ABC Company
123 New Job Way
Anywhere, Ontario
A1B 2C3

Dear Ms. Hires:

Thank you for meeting with me on June 13, 2009, to discuss the assembler position available at ABC Manufacturing.

As I mentioned in the interview, I have 12 years of experience assembling parts in the automotive industry. I am able to work well in a fast paced environment while paying attention to detail. I recently completed WHMIS training and have also been a member of two Health and Safety committees at previous workplaces.

With my related experience and my ability to learn new things, I know I will be a great addition to your team. I look forward to hearing from you to discuss the next steps in the hiring process.

Yours sincerely,

John Work

John Work

Sample Interview Thank-You Letter

Working Green

A green job is a job in an industry that minimizes environmental impact or contributes to preserving or restoring environmental quality. A green job could be in various sectors including: agricultural, manufacturing, research and development, administration or technology. Often these jobs require specialized skills, knowledge, training or experience related to these areas.

The following is a list of green job boards, career sites, training and general information:

Renewable Energy Training, Kortright Centre
www.kortright.org/groups-and-education/energy-workshop
Renewable energy workshops and professional solar installation training

Canadian Environmental
www.canadianenvironmental.com
A job board for environmental professionals across Canada.

Charity Village
www.charityvillage.com
This website provides postings and information about jobs in the non-profit sector, including those with organizations that focus on environmental issues.

Environmental Careers Organization (ECO Canada)
www.eco.ca
ECO Canada provides information and develops programs to help people find environmental careers.

Good Work Canada
www.goodworkcanada.ca
A green job website for Canadians.

Green Collar Careers
www.greencollarcareers.ca
This educational initiative encourages youth to explore careers in the green energy industry. The website includes lots of helpful green career and education information.

Idealist.Org
www.idealists.org
A project of Action Without Borders, this humanitarian organization offers information and links to job and volunteer opportunities, including those in the green sector.

Work Cabin
www.workcabin.ca
This website provides job postings and career help for job seekers and human resources information for environmental employers.

www.windfallcentre.ca
This is a non-profit, community-based, environmental organization.

Employment Resource Services

York Region Ontario Works Employment Resource Centres		
Georgina Office		905-989-1884
Newmarket Office		905-895-5166
South Services Centre Office		905-762-2095
Vaughan Office		905-850-3490
Employment Ontario	www.tcu.gov.on.ca	1-800-387-5514
Aurora/Newmarket		
Seneca Workforce Skills Centre		905-898-6199
RNC Employment Resource Centre		905-727-3777
Service Canada		1-800-622-6232
Job Skills Self Employment Benefit Program	jobskills.org	905-952-0981
Self Employment For Persons With Disabilities	jobskills.org	905-952-0981
Women's Centre		905-853-9270
CMHA Employment Programs		1-866-208-5509 / 905-853-8477
Georgina		
Job Skills Employment Services		905-476-8088 / 1-866-470-5947
Sutton YorkWorks Employment Services		905-722-1480
Youth Entrepreneurship Program (YEP)		905-476-8088
Vaughan		
Next Steps Employment Centre (TDSB)		905-851-6551
Seneca Vaughan Employment Centre		905-417-1781
COSTI Employment Services		905-669-5627
VPI Westminster Employment Centre		905-764-7538
Markham / Stouffville		
Job Skills Employment Centre		905-948-9996
Employment Source (JVS)		905-470-9675
Stouffville Yorkworks Employment Centre		905-640-2352
YMCA Business Centre (Self Employment)		905-948-9622
Thornhill		
Thornhill Employment Hub		905-707-7332
Richmond Hill		
VPI Employment Service Centre		905-882-9561
YMCA Employment Service Centre		905-780-9622
360° Kids	www.360kids.ca	905-884-3070
Employment Programs for Disabled Individuals		
YMCA Heads Up Program		905 898-4646
Strategic Employment Solutions YR		905-895-7529
Ontario March of Dimes (OMOD)		1-800-350-4621
OMOD Community Coordinator Project	www.marchofdimes.ca	
Job Fit/Learning Disabilities York Region	www.ldayr.org	905-884-7933
Canadian Mental Health Association	www.cmha-yr.on.ca	905-853-8477
Don't Waste Talent	www.mcscs.gov.on.ca/en/talent/client	
National Education Association for Disabled Students	www.neads.ca	
Neil Squire Foundation	www.neilsquire.ca	
Service Canada- Persons with Disabilities	www.pwd-online.ca	

Academic Upgrading and Adult Learning Centres

Georgina Trades Training Centre	www.gtti.ca	905-722-6300
Faith Alliance Computer Repair Training		905-237-7711
Laubach Literacy Ontario	www.laubach-on.ca	1-866-608-2574
Literacy Council York-Simcoe, Newmarket	www.lcys.ca	905-853-6279
Betty Stephenson Centre for Adult Learning		905-884-2046
Literacy Council York South		905-771-7323
Emery Adult Learning Centre, Vaughan		416-395-3225
Independent Learning Centre (GED Prep)	www.ilc.org	
Bradford Learning Centre	www.thelearningcentres.com	905-775-4432
Learning Centre for Georgina	www.lcgeorgina.org	905-476-9900
Contact North Online Learning Centre	www.contactnorth.ca georgina@contactnorth.ca	905-476-0764 1-855-632-0764
Chippewa of Georgina Island Native Literacy Program		705-437-4327
Academic Upgrading Seneca		
• Vaughan		905-417-1781 ext. 5833
• Newmarket		905-898-4455, ext 228
Metro Toronto Movement for Literacy		416-961-5557 collect calls accepted
Uplands Community Learning Centre		905-731-9557
York Catholic District School Board		416-221-5051

York Region Welcome Centres

Newmarket	16655 Yonge Street, Unit #26, Newmarket, ON L3X 1V6 (South of Mulock Drive)
Richmond Hill	South Hill Shopping Centre 9325 Yonge Street, Richmond Hill, ON L4C 0A8 (East of Yonge Street)
Markham North	8400 Woodbine Ave, Suite 102-103, Markham, ON L3R 4N7 (South of Highway 7)
Markham South	7220 Kennedy Road (Kennedy Fields Plaza), Markham, ON L3R 7P2 (South of 14th Avenue)
Vaughan	9100 Jane Street, Building H, Vaughan, ON L4K 0A4 (South of Rutherford Road)

Language Service Providers

The Centre for Education and Training	1-855-330-8050
York Catholic District School Board	416- 221-5051
Uplands Community Learning Centre	905-731-9557

Accreditation Information

Global Experience		1-866-670-4094 416-327-9694
Health Force Ontario		416-862-2200
Welcome Centres		1-877-761-1155
Canadian Information Centre for Foreign Credentials	www.cicic.ca	416-962-9725
Working in Canada	www.workingincanada.gc.ca	
World Education Services	www.wes.org/ca	

Helpful Websites

- Visit www.ontarioimmigration.ca for information about working in your profession, including mentorship, accreditation and regulated trades
- There are many newcomer services and resources listed on www.wpboard.ca
- A helpful website that can answer many of your questions about working in Canada is www.settlement.org

Job Search Websites

General Job Opportunity Sites

Canada's Job Bank	www.jobbank.gc.ca
York Region Jobs	www.fairylakejobs.com
Eluta Job Resource	www.eluta.ca
Job Shop	www.centralontariojobshop.ca
Workopolis	www.workopolis.com
Monster	www.monster.ca
York Region Careers	www.york.ca/careers
Indeed	www.indeed.ca
Restaurant Jobs	www.hospitalityserve.com
Jobs Canada	www.canada.plusjobs.com
Employment Ontario	www.edu.gov.on.ca
Job Boom	www.jobboom.com
Job Port Canada	www.jobport.ca
Job Shark	www.jobshark.com
Public Service Jobs	www.jobs.gc.ca
Maze Master	www.mazemaster.on.ca

Non-Profit Sites

Charity Village	www.charityvillage.com
Community Information and Volunteer Centre	www.civc.ca
Volunteer Canada	www.volunteer.ca
Community Information and Volunteer Database	www.yorkinfo.ca
Directory of Community Services and Agencies in York Region	www.211.ca

Recruiters and Temporary Agencies

Directory of Recruiters	www.directoryofrecruiters.com
Manpower Temporary Agency	www.manpower.ca
Quantum Temporary Agency	www.quantum.ca
Apple One Canada	www.appleone.ca
Kelly Services	www.kellyservices.ca
Labor Ready	www.laborready.com
Adecco	www.adecco.ca
Spherion	www.spherion.ca
Turn Key	www.turnkeystaffing.ca
Aerotek	www.aerotakcanada.ca
HCR	www.hcr.ca

Specialty Job Sites

Dice (Information Technology)	www.dice.com
Education	www.jobsineducation.com
Healthcare	www.healthcareers.com
Human Resources	www.hrpa.org
Payroll	www.payroll.ca
Call Centre Jobs	www.callcareers.com
Financial	www.financialjobs.ca
Persons with Disabilities	www.onevoicenetwork.ca

Local Information Sites

York Region Transit	www.yorkregiontransit.com
GO Transit	www.gotransit.ca
Google Maps	www.maps.google.ca
MapQuest	www.mapquest.com
Canada 411	www.canada411.com

Transportation Services

York Region Transit	905-762-2100 / 1-866-668-3978
Routes	905-722-4616 / inforoutesc.org
GO Transit	1-888-438-6646
Toronto Transit Commission (TTC)	416-393-4636