

## NEW HEIGHTS RESUME SERVICES



*More great reads  
inside this issue:*

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UNCOVER AND  
QUANTIFY YOUR  
CAREER SUCCESSSES

BONUS TIP

## Stuck On What To Include In Your Resume?

SOURCE:  
MODERNIZE YOUR RESUME BY WENDY ENELOW &  
LOUISE KURSMARK

Having difficulty identifying your achievements? Don't worry; you're not the only one. Use this compilation of thought-provoking questions to pinpoint your career highlights and successes that ultimately become the foundation and showpieces of your resume.

# Ask Yourself These Questions

## GENERAL QUESTIONS ABOUT THE COMPANY

- What is the company's primary line of business?
- What are its annual revenues and have those revenues increased during your employment?
- What markets or customers does the company service/supply/support?
- Is the company local, regional, national, or international?

## GENERAL QUESTIONS ABOUT YOUR POSITION

- What is the scope of your responsibilities; specifically, the daily business functions for which you are responsible?
- Do you have any management responsibilities for personnel, projects, functions, organizations, revenues, profits, or anything else?
- Have there been any particular challenges with your position?
- Have there been any specific opportunities associated with your position?
- Were you promoted from one position to another? How quickly? Based on anything in particular?
- Do you have budget or any other type of financial responsibility?
- What other departments or organizations do you "touch" as part of your job?

## GENERAL QUESTIONS ABOUT MAKING MONEY

- Did the company's revenues increase during your tenure? If so, by what dollar amount or percentage?
- Would you say that the increase was average, above average, or phenomenal?
- Did you help impact (directly or indirectly) that increase? How?
- How did the company rank in comparison to other branches or to other competitors?
- Did market share increase? Were you directly or indirectly responsible or contribute in any way?

## GENERAL QUESTIONS ABOUT SAVING MONEY

- Did you suggest any ways to cut costs in your team, department, unit, branch, or company?
- What were the before and after numbers or percentages of the savings?
- Were the savings significant in comparison to the total budget?
- Did the savings give you or the company a competitive advantage? If so, how and what was the final result?



*Unconscious thoughts  
can sometimes bring to  
the fore ideas one might  
easily dismiss as  
unrealistic.*



### QUESTIONS ABOUT SAVING TIME & IMPROVING PRODUCTIVITY

- Was there a reduction-in-force while you were there? Or did you find yourself managing the work previously done by more than one person?
- Can you describe any tasks that used to take a lot longer to accomplish and what you did to streamline the process, function, or activity? Were the savings sustainable over time?
- What part did you have in reducing the time to complete the tasks?
- Did you regularly meet all your deadlines?

### COMPARISONS WITH YOUR PERFORMANCE

- How did you do in comparison to your competitors?
- ...to industry averages
- ...to company averages?
- ...to your predecessor in the position?

### GOOD “SUPPORT” PHRASING FOR ACCOMPLISHMENTS

*(If you didn't take the lead or can't take full credit for an accomplishment, but want to feature it on your resume)*

- Contributed to ...
- Partnered with ...
- Co-managed ...
- Aided in ...
- Helped to ...
- Instrumental in ...
- Member of 7-person task force that ...
- Collaborated with department manager to ...
- Participated on a committee that ...
- Supported a ...
- Company-wide efforts led to ...
- Departmental efforts lead to ...
- Selected for team that ...

### QUESTIONS ABOUT PERFORMANCE & OVERALL QUALIFICATIONS

- What are you most proud of?
- What did supervisors compliment you for?
- What do your performance evaluations say?
- What were your performance goals?
- Did you meet them? Exceed them? How does that compare to ... (see comparison questions above)?
- What are you best known for?
- What do you do that others can't or don't do?
- What would “fall apart” or “slide downhill” if you weren't at your job for a week?
- What did you do that saved the company money or time?
- How did you contribute to the bottom line?
- Were you the first, best, or most effective in any particular function or organization?

## BONUS TIP

### TRY DIFFERENT FONTS TO GET AN UPDATED, MODERN LOOK FOR YOUR RESUME

Times New Roman font is dated and predictable. If you want your resume to be noticed, get rid of it and consider one of these modern alternatives: Arial, Garamond, Calibri, Trebuchet, Verdana. You want to avoid a resume that is crowded, so play with different fonts and sizes. Some fonts in a 9 point are more legible than others. It's best to mess with fonts after you're done writing to achieve the right look and fit.

Give this a try and see the impact that a new font can have on your resume.



**CREATIVITY IS THE POWER TO CONNECT THE SEEMINGLY UNCONNECTED.**

WILLIAM PLOMER

novelist, poet and literary editor