



RESUME AND INTERVIEWING WORKSHOP

BY KUMABE HR

SONIA IBRAHIMKHAIL AND MICHELLE PHAM

YOUR RESUME



Is a statement of why you are qualified for a particular position



Should be tailored for the position you are applying for



Should tell the potential employer:

Who you are

What you've done

How you are qualified for the position

REMEMBER



This may be your first
impression



Sometimes 20-30 seconds is all
you've got



Make it attractive



Double check for errors

Spelling
Correct dates

LAYOUT



Contact information



Objective



Education



Experience



Activities



Skills



References (upon request)

CONTACT INFORMATION

- Make it easy to contact you
 - Name - 16 point/Bold
 - Address - 12 point
 - Phone number
 - Professional voicemail and email
- Visual separator

John Doe

111 Highland St. Honolulu, HI 97777 | 808-888-9999 | email@email.com

OBJECTIVE

- One to two sentences
- Summary of your area of expertise and career interest
- Very specific (if you are applying for a particular position)
- Or, more general if you just want to work for a certain organization

OBJECTIVE:

To obtain a management trainee position with Halekulani hotel.
Offering exceptional leadership, customer care and clerical expertise to ensure efficient company operations.

EDUCATION

- Name of High School
- Include City, State
- Expected graduation month and year
- You may also want to include:
 - GPA (if above a 3.0)
 - Scholarships
 - Awards (Dean's List)
 - Athletics

EDUCATION:

Shidler College of Business, University of Hawaii at Manoa

Bachelor of Business Administration in Management

Expected Graduation: December 2020

Aug. 2017 - Present

Honolulu, HI

EXPERIENCE

- Name of company
- Include City, State
- Dates of employment (month & year)
- Position (*italicize*)
- List duties and accomplishments

WORK EXPERIENCE:

American Eagle Outfitters

Aug. 2015 - Present

Sales Associate

Honolulu, HI

- Stock, replenish, and organize inventory with accuracy and efficiency, completing function 10% faster than average associate
- Assist an average of 40 customers per day in finding or selecting items, and provided recommendations that generated \$8K in additional revenue
- Modeled friendly customer service on the sales floor, fitting room, and wrapping station

Doraku Sushi

Apr. 2012 – Nov. 2015

Server

Honolulu, HI

- Significantly increased guest satisfaction ratings by promoting appetizers, specialty items, and wine selections
- Won Dessert Sales Contest that produced a 12% increase in total monthly sales
- Collaborated in creating attractive front-of-house displays to market new products

TIPS FOR THIS SECTION

- Organize in reverse chronological order
 - Most recent job first
- Use bullet format
- Put the most important and relevant aspects of your job first
- Use power verbs to describe your productivity/duties
 - Ex. Completed, generated, streamlined, maximized
- Avoid using pronouns (I, me, my)
 - "I welcomed all incoming guest."
 - --> "Provided excellent customer service to all guests"
- Don't use complete sentences

ACTIVITIES

- Get involved in something!!!
- Organization
- Role/Position (*italicize*)
- Okay to enter under education if affiliated with the school
- Months and dates of membership/affiliation

EXTRA CURRICULAR ACTIVITIES

Society of Human Resource Management
Secretary

Aug. 2017 - Present

Hawaii Rainbow Wahine, University of Hawaii at Manoa
Softball Player

Jan. 2015 - May 2017

Make-A-Wish Foundation
Wish Granter

Mar. 2014 – Jul. 2015

SKILLS

- Computer
 - MS Word, PowerPoint, etc.
 - Level of proficiency - excellent/proficient
- Language
 - Reading, writing, speaking
Basic/Conversational/Strong/Excellent/Fluent
- Additional
 - CPR certified, # words typed per minute, etc.

SKILLS:

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Basic First Aid and CPR Certified
- Basic Japanese and French language skills

REFERENCES

- “References available upon request.”
- And/or have a prepared list of references
 - 3-5 references
 - Include name, address, phone number, email
 - Relationship to you
 - Options: teacher, counselor, employer, etc.
 - Separate document
- Let references know ahead of time

John Doe

111 Highland St. Honolulu, HI 97777 | 808-888-9999 | email@email.com

REFERENCES:

Jenna Iwasaki

Manager, Doraku Sushi

944-333-4445

email@gmail.com

John Doe

Co-worker, American Eagle Outfitters

808-748-9393

email@gmail.com

Tyler He

Coach, Rainbow Wahine, UH Manoa

808-434-6786

email@gmail.com

01

Be consistent

- Verb tenses
- Formatting such as bullets, underline, fonts, indents, etc.

02

Check names
and dates

03

Double check
spelling and
grammar

04

Use keywords
from the job
posting

REVIEW AND DOUBLE CHECK

OVERALL RESUME TIPS

- Keep it to 1-page!
 - Take out whatever is not relevant to the position you are seeking
- Be consistent
- Keep some white space
 - Not too cluttered but not too bare either
- Emphasize information with **bold** and *italics*
- Utilize power verbs to describe your duties
- Proofread and have others look at it

INTERVIEWING

TOP 5 INTERVIEWING TIPS

1. Always do research on the company, know your stuff!
2. Dress appropriately
3. Have 2-3 questions prepared for the interviewer
4. Always be ready to answer the "Tell me about yourself" question
5. Be yourself!

DO YOUR HOMEWORK

- Research the company/organization
- Internet, LinkedIn, peers, people in the industry
- Know the job responsibilities
- Why are you qualified? Why do you want the job?
- Skills, experience, personal attributes

PRACTICE, PRACTICE, PRACTICE

- Don't memorize your answers
- Be comfortable talking about your strengths and weaknesses
- Think about specific examples from your experiences that show strong work ethic, timeliness, teamwork, etc.
- Write your answers down and practice out loud
- Practice with friends or family if possible

INTERVIEW DOS AND DON'TS

Do's

- Do find out the exact time and place of the interview: arrive 10-15 minutes early and relax!
- Do research on the company
- Do be neat in appearance
- Do bring copies of your resume
- Think through your response before answering. It's okay to ask for a minute to think about the question.

Don'ts

- Don't chew gum
- Don't go on talking and talking
- Don't bring up the subject of pay
- Don't badmouth your boss, peers, anyone!
- Don't swear
- Don't be afraid to ask questions

TELEPHONE INTERVIEWS

- Make sure you are in a quiet space
- Be prepared
- Don't take other calls
- Lay out any materials you need to help you answer questions
- Make sure you set enough time aside
- Smile! They can hear it in your voice
- Dress the part - it helps!

COMMON INTERVIEW QUESTIONS

Tell me about yourself.

What makes you a good candidate for this job?

Can you give me three strengths and three weaknesses you think you have?

Tell me about a time you went above and beyond your responsibilities.

Can you describe a time you resolved a conflict between you and your peers or with a customer or guest? How did you do this and what was the outcome?

Tell me about a time you demonstrated leadership skills.

QUESTIONS?

CONTACT INFO:

MICHELLE@KUMABEHR.COM

SONIA@KUMABEHR.COM

(808) 629-7650