



University
of Windsor

Career
Centre

Resume Writing for Resident Assistant and Community Assistant Positions

Presented by Yvonne Currie, Career Advisor

Resume Writing



How to Create a Tailored Resume



Identify your skills, experiences, interests and employment goals



Deconstruct the job description and identify what the employer seeks in top candidates



Create your resume demonstrating how you can contribute to the specific position based on your experiences, skills and accomplishments



Finalize resume by reviewing, revising and refining



How to Create a Tailored Resume



Identify your skills, experiences, interests as they relate to the resident assistant and community assistant positions



Take Inventory

- Inventory your relevant skills, experiences, accomplishments, knowledge, attributes
- Think of examples to prove the above
- Draw from all experiences: work, volunteer, extra-curriculars, academic projects, research, labs, additional training etc.



Think Like the Hiring Manager

- Resumes are used to determine who will get an interview
- Hiring Managers will use them to eliminate candidates (not just select them)
- If you had 50 applications and only planned to interview 5 candidates, what would you look for?
- What would make you eliminate a candidate in 7 seconds or less?
- What would catch your attention in a positive way?



What will catch an employer's eye?

- **Formatting:** clean, consistent, organized, easy to read
- **Spelling and Grammar:** error free
- **Key words:** Do your skills/experiences align with the specific job?
- **Accomplishments:** Did you make an impact in your past experiences?
- **Qualifications:** Do your education, job/volunteer titles, additional training or other experiences demonstrate you will be a good fit?
- **Exaggerations:** Does content seem overembellished? Employers are looking for honesty.



Quality over Quantity



How to Create a Tailored Resume



Deconstruct the job description and identify what the employer seeks in top candidates



Let's Practice



Review the Job Descriptions

What skills, knowledge, experience, attributes etc would be valuable for these positions?



How to Create a Tailored Resume



Create your resume demonstrating how you can contribute to the specific position based on your experiences, skills and accomplishments

Which Summary of Skills Is Most Effective?

CANDIDATE #1

Highlights & Qualifications

- Excellent communication skills
- Leadership and mentoring skills
- Ability to promote programs
- Microsoft Office skills

CANDIDATE #2

Profile of Skills

- Experience fostering inclusive and friendly relationships from executive role with Jack.org in high school.
- Promoted various activities via social media, print, and email during multiple volunteer positions
- Well developed documentation skills from writing lab reports
- Aware of many support services available to UWindsor students including academic advising, career services, student counselling, and accessibility services, and keen to learn more

CANDIDATE #3

Summary

- Comfortable explaining and enforcing rules, from working as a summer camp counsellor
- Collaborative team player from leading and supporting various sports teams and school projects
- A highly organized and effective planner who can modify and adapt as required



WHICH SKILL STATEMENT WOULD CATCH THE EMPLOYER'S ATTENTION?

#1

Teamwork Skills

#2

Duties included working with team to plan events and networking activities for members

#3

Collaborated with a team of 6 planning and executing professional development events and networking activities for 40+ association members

Frame Your Experiences

- Most experiences can demonstrate transferable skills by using relevant verbs and vocabulary
- Experiences can include paid, volunteer, academic projects, extra-curriculars, personal projects or other “experiences” that add value to your resume



Key Attributes Employers

Attribute	% of Respondents
Problem-Solving Skills	88.7%
Ability to work in a team	78.9%
Communication Skills (written)	72.7%
Strong work ethic	71.6%
Flexibility/ Adaptability	70.1%
Communication skills (verbal)	67.5%
Technical skills	67.0%
Analytic/ quantitative skills	66.0%
Initiative	65.5%
Detail-oriented	61.3%

NACE, Job Outlook 2024: <https://www.naceweb.org/talent-acquisition/candidate-selection/the-key-attributes-employers-are-looking-for-on-graduates-resumes>

Sometimes the “extras” set you apart

Things you elect to do can sometimes show skills or interest in your field, personality or well-roundedness, so you may want to include:

- Extracurricular activities
- Personal Projects
- Roles within student clubs/societies
- Memberships
- Hobbies
- Additional Training
- Life

Why and when can these extras set you apart?



Contact Information

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Leah Lancer^(she/her)

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Includes:

- **Name** – larger font, bolded
- Location-City and province (highly encouraged)
- Phone number
- Professional email address

Optional:

- Full street address
- Pronouns (personal choice)
- Links to professional social media accounts or websites (optional, but recommended)

Does not include:

- Photo/physical description
- Personal information (such as age, race, gender, religion, marital status, country of birth)
- SIN



Profile of Skills

PROFILE OF SKILLS

- 2 years of experience in a coaching, mentoring, or training capacity, using excellent communication and interpersonal skills
- Documentation skills from writing incident reports as a camp counsellor
- Experience evaluating work in a consistent and detailed manner
- Ability to explain complex information to diverse populations in ways they understand from tutoring
- Comfortable using MS Office (Word, Excel, PowerPoint, Publisher)

Includes:

- 3-6 statements targeted to the position and the organization including:
 - ✓ experience - quantify
 - ✓ qualifications and how they were acquired
 - ✓ the best technical and transferable skills for the position
 - ✓ the more unique but relevant, the more likely the point will catch attention
- You can also call this section Summary, Highlights, Qualifications, etc.



Education

EDUCATION

Bachelor of Arts, Honours History

University of Windsor | Windsor, ON

20XX – Present

- GPA: 84%

Ontario Secondary School Diploma

Valley Heights Secondary School | Langton, ON

20XX – Present

- Graduating class valedictorian
- Honour Roll for grades 9, 10, 11 and 12

Includes (in order):

- Start and anticipated (or “Present”) dates of completion
- Multiple degrees listed in reverse chronological order
- Correct degree name or program title
 - ✓ List the full degree title
- Name of institution and location:
 - ✓ Include City, Province – if it’s inside Canada
 - ✓ Include State/Province, Country – outside Canada

Optional:

- Academic Average (only if above 80%)
- Related Coursework / Relevant Courses
- Academic Awards
- High school (should only be there if it adds value and you are in 1st or 2nd year of undergrad program)



Your next sections will be based on your experiences and relevancy for the job

The most common order would be:

- Employment Experience
- Volunteer Experience or Community Involvement
- Extra-Curricular Activities

Other headings that may apply:

- Additional Training
- Personal Projects
- Academic Projects
- Or any other heading that is logical based on your experiences



Employment Experience

Work Experience

CAMP COUNSELLOR

June 2019 – August 2019

YWCA Camp | Collingwood, Ontario

- Co-organized youth education and social activity sessions for 100 participants over a 2-week period.
- Instructed daily swimming classes and supervised 30+ youth with cabin and kitchen maintenance.
- Modelled leadership and teamwork skills for participants; worked with a team of 20 staff to ensure high levels of participant engagement as well as safety.

Includes (in order):

- Position title
- Name of organization and location
- Start and end dates - listed in reverse chronological order
- Skill statements relevant to the position – quantify if possible
- Transferable skills (for example problem solving, communication, adaptability)



Volunteer Experience

VOLUNTEER EXPERIENCE

Orientation Leader

Mar 20XX – Aug 20XX

University of Windsor | Windsor, ON

- Coordinated campus tours for incoming students and prospective students to promote campus life and student engagement
- Connected with students, communicating a thorough knowledge support services on campus

Formatted like work experience

- Focus on demonstrating skills and accomplishments



Extra-Curricular Experience

EXTRA-CURRICULAR EXPERIENCE

Captain/Player

Mar 20XX – Aug 20XX

High School Junior and Senior Basketball Teams | Langton, ON

- Mentored and motivated players through positive communication, encouragement of skill development and by recognizing when players were struggling or frustrated
- Improved skills and sportsmanship by responding to coaching and mentoring



Optional Resume Headings

- Professional Profile
- Related Experience
- Core Competencies
- Work Experience
- Practicum Experience
- Extra-Curricular Involvement
- Lab Experience
- Related Work Experience
- Additional Work Experience
- Professional Development
- Professional Memberships
- Honours and Awards
- Certifications
- Research Experience
- Affiliations
- Publications
- Credentials
- Campus Involvement
- Training
- Technical Skills
- Scholarships

References available upon request : you can add this, but you don't have to. DO NOT list your references on your resume, unless the job asks you to)

Header

Summary of your qualifications specific to the job

Education
(Typically near the top of the resume)

Experience
(These heading titles will vary depending on your experience)

Action verbs used
(Diverse, relevant verbs start each bullet point)

ANITA X. PERIENCE

Windsor, Ontario | www.linkedin.com/in/axperience1 | 519-999-9999 | aperience@uwindsor.ca

PROFILE OF SKILLS

- Strong communicator with experience creating and editing content with MS Publisher, Adobe Photoshop, Pro Tools, and Final Cut Pro
- Maintain a significant social media presence (Twitter, Facebook, YouTube, Instagram, TikTok, Pinterest); experience implementing a social media program to drive brand awareness; familiar with analytics tools
- Proficient in Microsoft Word and PowerPoint, familiar with Microsoft Excel
- Fluent in French and English (both written and conversational)

EDUCATION

Bachelor of Arts (Honours) – Communication, Media, and Film September 20XX – Present
University of Windsor, Windsor, ON

- Expected completion: April 20XX

ACADEMIC PROJECTS

Public Relations Campaign January 20XX – March 20XX
Public Opinion and Public Relations, University of Windsor, Windsor, ON

- Researched in-depth a Not-For-Profit Organization to make recommendations for communication and marketing improvements
- Created a detailed communications policy for the organization
- Prepared an in-depth media monitoring strategy and SWOT analysis of the organization
- Pitched our concept and proposal on behalf of our group

EXPERIENCE

Wait Staff November 20XX – Present
Smith Family Restaurant, Windsor, ON

- Provide quick and efficient customer service in a fast-paced family restaurant
- Resolve customer concerns in a courteous manner, to ensure satisfaction

Social Media Intern April 20XX – August 20XX
ABC Company, Windsor, ON

- Supported Director of Communications in the implementation of company's social media campaign to build brand awareness and engage current and potential customers
- Created, edited, and scheduled posts for social media accounts (LinkedIn, Facebook, Instagram)
- Monitored blog posts and forums and engaged with audience across platforms by answering questions and responding to customer service issues
- Assisted in reporting and analysis of social media data and monitored competitor's social media successes

CAMPUS & COMMUNITY INVOLVEMENT

Vice-President September 20XX – April 20XX
University of Windsor – Communication Student Association, Windsor, ON

- Attended weekly executive meetings and led projects and found solutions for internal affairs matters
- Promoted the association on campus via posters, presentations and social media platforms to highlight benefits of membership
- Oversaw the planning and execution of association events including professional development and networking activities for members

Consistent Headings
(Font size, colour, style, lines, spacing before and after is consistent and appealing)

Consistency
(Order of info presented in subheadings is consistent throughout: Job title/degree name/project name first and bold, followed by organization, then location)

Formatting
(Dates, bullets, headings are aligned and formatted consistently)

Reverse chronological order
(most recent info first within section)



General Formatting Guidelines

- Format to fit on letter sized paper
- Use a clean, easy to read font
- 10-12 size font (larger for headings and name)
- Use the same font throughout
- Use consistent formatting
- List experiences in reverse chronological order
- No more than 2 pages
- Consistent margins
- Bold, logical titles
- NO spelling or grammar mistakes



“Creative”, “graphic”, “pretty” resumes: use at your own risk



Examples from <https://www.canva.com/learn/50-inspiring-resume-designs/>

How to Create a Tailored Resume



Finalize resume by reviewing, revising and refining



Review and Refine

- Clean and consistent formatting and fonts
- Tailored for the job, demonstrating relevant skills and experience
- Correct spelling and grammar
- Information is accurate and truthful (and written by you)



Let's Talk About Generative AI

The good, the bad and the ugly

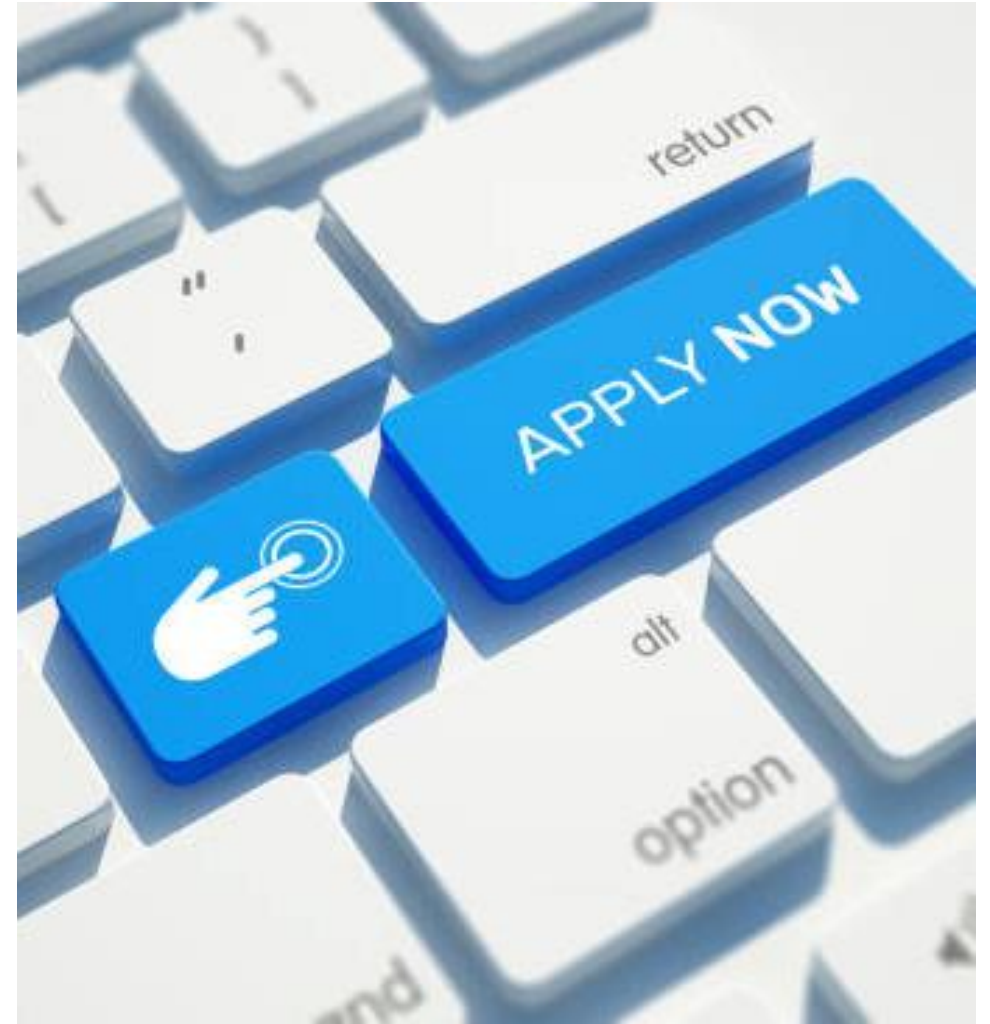


Application and Interview Tips



Application Questions

- You will be required to answer questions as part of the application process
- Answer the questions thoroughly and similarly to how you would in an interview
- Be mindful of spelling and grammar



Open Ended Questions

- Typically begin with why, how, or what
- Cannot simply be answered with Yes or No
- Require you to elaborate, provide proof and/or explain your logic.



Examples of Open-Ended Questions

- What do you think is the most important quality for a resident assistant to have?
- Why should we hire you?
- What are your strengths?
- What is one weakness you possess?
- Tell me about yourself (not quite an open-ended question, but a common interview question)?
- What do you know about the services available to students at the University of Windsor?



So How Do You Answer These?

Let's Discuss



Behavioural Questions

- Ask you to give an example of a **SPECIFIC** time when you encountered a situation.
- The premise is that past behaviour is an effective indicator of future performance.
- Do not say what you would do in this situation, give a real-life example.
- Draw from work, academic, volunteer and extracurricular positions.



STAR Method

Situation. Create a picture in the interviewer's mind by briefly describing the situation.

Task. Describe what you needed to do.

Action. To demonstrate your logic and problem-solving abilities, tell the employer the steps you took to deal with the task and why you took those steps.

Result. Tell the employer the positive results from your actions and quantify the results when possible. You can also mention what you learned from the situation.



Sample Answer

“Discuss a time when you contributed to the success of a team.”

SITUATION & TASK

In my last semester, we had a major group assignment due. After trying to put together a group meeting multiple times, it was evident that my group was not very organized, or teammates had other priorities. We had only a few weeks to research and propose solutions for the case presented to us.

ACTION

I thought that if I summarized and organized what needed to be done and created deadlines to complete different parts of the project, it would be helpful for our group. I emailed each team member and volunteered to take the lead. This meant creating an action plan and making sure to include the necessary timeframes associated with each task. I then successfully scheduled a meeting where we determined who was responsible for each task. At this time, I set up a second meeting in a week's time to assess what stage the project was at and bring the different sections together.

RESULT

With an action plan in place, responsibilities assigned, and some very late nights, we all managed to complete our tasks, resulting in an assignment that was submitted on time, contained quality information, and received an overall grade of 85%.



Career Centre

mySuccess (success.uwindsor.ca)

- Career Events Calendar: Find workshops / employer events / resume drop-in
- Career Appointments: Schedule a one-on-one career related appointment
- Career Job Postings: see job postings
- Ignite: See work-study job postings

careerservices@uwindsor.ca

www.uwindsor.ca/cdel

Joyce Entrepreneurship Centre, Suite 100

