

Take 10  
seconds and  
compare these  
resumes.



- ① Read the first 2 sections of the before resume. Now read the first 2 sections of the after resume. Which is better?
- ② Dee felt she didn't have much experience because her tech jobs had been temp positions.
- ③ Undervaluing these jobs caused her to leave two of them out of her resume.
- ④ Compare the PCB DESIGNS section of Dee's before resume to the 3rd, 4th and 5th sections in the after resume. The 4th and 5th sections describe the 2 jobs she had left out. Which is better?

## BEFORE

DENISE HILL  
3030 78th Avenue  
Bothell, WA 98383  
(555) 555-5555

### CAREER OBJECTIVE

- To expand my already acquired electronics skills and field experience.

### QUALIFICATIONS

- 5 years production experience.
- 6 months experience analog troubleshooting.
- Understand proper soldering skills.
- Determine voltage, current, resistance, reactance, phase angle, impedance, and power by calculations and measurements.
- Basic understanding of digital electronics.

### EDUCATION

#### ITT TECHNICAL INSTITUTE

Associate of Applied Science Degree  
Electronics Engineering Technology  
Graduation date 6/97

### EXPERIENCE

#### PCB DESIGNS

4/96 to 10/96

Bench-tech. Responsible for testing PCB's and repairing those that did not pass. Assisted in familiarizing new hires with the procedure and troubleshooting process. Held an average daily output of 98% with 99% quality.

#### WHOLESALE CLUB

2/94 to 11/95

Stocker, customer service. Responsible for 10,000 sq ft of sales floor grossing \$9 million quarterly. Duties included filing, weekly inventory, and helping members. Four separate awards for superior service and hard work.

References available upon request.

## AFTER

Denise Hill  
(555) 555-5555

3030 78th Avenue  
Bothell, WA 98383

### Objective

- Electronics Technician position using my Test Technician, Rework and Supervisory Experience.

### Summary of Test Technician, Rework and Supervisory Experience

- Testing, troubleshooting and rework to board and component levels.
- Testing and writing of cellular stations with 3 microprocessors per unit.
- Achieving a rejection rate 8% above company standards while meeting quotas.
- Receiving Gold, Silver and Bronze Awards for Outstanding Service.
- EET / AAS Degree - 1,900 hours hands-on experience - ITT Technical Institute.

### Employment While Completing EET Degree 1994 - Present

#### **TEST TECHNICIAN, PCB Designs**

- Tested to component level and repaired approximately 1,000 audio PCB's per month.
- Developed expertise on 3 different boards including 8 and 16-channel mic input/out boards and 8-channel equalizer.
- Utilized test jib, power supply oscillator, oscilloscope and DMM to load and test boards.
- Consulted with head technician to resolve test faults and failures.
- Notified line lead regarding quality control and inventory levels to meet production deadlines.
- Trained 3 test technicians in bench and production procedures.
- Consistently maintained a 1% to 2% rejection rate, where 10% was acceptable company standard, while meeting or exceeding daily/weekly production quotas.

#### **TESTING, Precor**

- Performed high-pot testing of 5,000 power supplies used in athletic treadmill equipment.
- Checked forward and reverse biasing on a high-volume production line.
- Successfully exceeded position requirements by conducting preliminary troubleshooting of failed units which allowed me to inform lead tech of known faults.

#### **TESTING / WIRING, Innovation Technology**

- Built double-redundant microprocessor-driven cellular stations from schematics for ATT wireless.
- Assembled 15' x 7' x 5' units, which included climate and temperature controls, lights, fans, voltage supply, backup DC power supply and 3 microprocessors per unit.

#### **CUSTOMER SERVICE / DEPARTMENTAL SUPPORT, Wholesale Club**

- Marketed 3 major brands with 12 product lines, assisting up to 50 customers on a daily basis and generating sales of \$28,000 per month.
- Served up to 200 customers per shift, maintaining cash accountability for tray of up to \$2,000 which was replaced every 4 hours as cash grew. Consistently balanced to the penny.
- Maintained weekly inventory control for 10,000 sq ft sales floor, grossing \$9 million quarterly.
- Received Gold, Silver and Bronze Awards in addition to a Productivity Award based on customer comments, dedication and superior service.

*Employers want technical skills as well as "soft" or transferable skills.*



- ① Read the last sentences under PCB DESIGNS and WHOLESALE CLUB in the before resume.
- ② Now read the 3rd & 4th statements in the 2nd section of Dee's after resume. These statements show Dee has good technical skills and also convinces us that she is a hard worker who cares about quality. Traits employers want!
- ③ The 3rd heading Employment While Completing EET Degree 1994 - Present explains a short work history. It turns a weakness into a strength because it shows Dee worked while in school.