



RESUME & COVER LETTER WORKSHOP

What Employers Want to See on a Resume



Can you do the job?



Will you do the job well?



Will you fit in?



JOE SMITH

Anytown, CA | (123) 456-7890 | joe.smith@email.com



PROFILE

A dedicated camera operator and video producer with over nine years of experience creating promotional, corporate, and event videos. Highly skilled in camera operation, editing, and visual storytelling. Proven track record of delivering high-quality content and collaborating effectively w clients and production feams.

QUALIFICATIONS

- 9+ years of professional video production experience
- Promoted services to new clients, increasing annual reveme by 35%
- Skilled in operating professional camera systems including Sony, Pana-sonic, proficient in Final Cut Pro

WORK EXPERIENCE

Media Store Productions; Markham, ON 2015–2020

Camera Operator

- Shoot and edits promotional, corporate, and web marketing videos
- Collaborate with a team of producers, editors, and clients
- Successfully grow client referrals and increase revenue by96% annually through direct marketing and networking efforts

Rogers TV, Toronto, ON 2011–2015

Camera Operator

- Operate studio handheld, and remote cameras for live news, sports, and entertainment programs
- Edit footage into broodcast ready parkpas kages for news segments and public service ann/PSAs
- Collaborated with the producion team to ensure smooth and timely execution of live broadcasts

EDUCATION

Diploma, Radio-TV Broadcasting National Institute of Broadcasting

Resume Templates

ALEX MORGAN

Toronto, ON | alex.morgan@example.com | 555-555-5555 | LinkedIn: [linkedin.com/in/alexmorgan](https://www.linkedin.com/in/alexmorgan)

QUALIFICATIONS

- Strong organizational and administrative abilities with experience managing schedules, documentation, and workflow processes.
- Advanced computer literacy, including Microsoft Office Suite, Google Workspace, database management, and basic data analysis.
- Proven ability to learn new systems quickly and adapt to changing technology and workplace demands.
- Excellent interpersonal and communication skills, adept at liaising with clients, vendors, and team members.

SKILLS & ACHIEVEMENTS

Administrative Skills

- Coordinated schedules and appointments for a team of 10 staff members, reducing double-bookings by 40%.
- Implemented a digital filing system that decreased document retrieval time by 60%.
- Prepared detailed reports for management that contributed to two successful departmental audits with zero discrepancies.
- Managed office supply procurement, negotiating with vendors to save \$5,000 annually.

Computer & Technical Skills

- Developed Excel spreadsheets with formulas and pivot tables to track project timelines and budgets, improving project delivery accuracy by 25%.
- Created and maintained client databases, ensuring 99% data accuracy across all records.
- Automated recurring administrative tasks using macros and templates, reducing time spent on repetitive work by 15 hours per month.
- Provided software support and training to colleagues on new systems, increasing team productivity and adoption rates by 30%.

WORK HISTORY

Customer Service Representative – *RetailCo*, Toronto, ON

Administrative Assistant (Contract) – *Community Center*, Toronto, ON.

Data Entry Clerk (Part-Time) – *Health Services Inc.*, Toronto, ON

EDUCATION

Diploma in Business Administration – *George Brown College*, Toronto, ON

Certification in Microsoft Office Specialist (Excel & Word) – *Online*

JORDAN LEE

Markham, ON | jordan.lee@example.com | 555-555-5555 | LinkedIn: [linkedin.com/in/jordanlee](https://www.linkedin.com/in/jordanlee)

QUALIFICATIONS

- Skilled in project coordination, workflow optimization, and scheduling to improve efficiency and meet deadlines.
- Strong written and verbal communication skills, adept at liaising with clients, vendors, and internal teams.
- Proficient in Microsoft Office Suite, Google Workspace, Trello, and basic CRM systems.
- Demonstrated ability to adapt previous customer service experience to office and administrative tasks.

SKILLS & ACHIEVEMENTS

Project Management / Coordination

- Led a team of 5 staff members in a retail project to revamp store layout, completing the project 2 weeks ahead of schedule.
- Coordinated inventory restocking and vendor deliveries, reducing stockouts by 30%.
- Developed task tracking templates in Excel and Trello, increasing team accountability and workflow transparency by 40%.
- Managed multiple small-scale projects simultaneously, consistently meeting all deadlines with zero errors.

Communication & Client Relations

- Served as primary point of contact for customers, resolving over 200 inquiries per month with a 95% satisfaction rating.
- Drafted internal and external communications, including emails, newsletters, and reports, enhancing clarity and reducing response time by 50%.
- Delivered training sessions for new hires on customer service standards and software tools, improving onboarding efficiency by 30%.

WORK HISTORY

Retail Associate / Team Lead – *ShopSmart*, Markham, ON

- Supervised daily store operations and team schedules.
- Trained and coached new employees, improving team performance metrics.

Customer Service Representative (Part-Time) – *TechHelp*, Toronto, ON

- Assisted clients with troubleshooting and inquiries, maintaining high satisfaction ratings.
- Documented common issues to improve knowledge base resources.

EDUCATION

Certificate in Project Management Fundamentals – *Humber College*, Toronto, ON

Applicant Tracking System

An Applicant Tracking System (ATS) is a type of software used by employers and recruiters to manage, filter, and organize job applications during the hiring process.

- Screens resumes automatically based on keywords, qualifications, and formatting.
- Ranks candidates by how well their resumes match the job description.
- Stores applicant information for future openings or follow-up.
- Tracks where candidates are in the hiring process (e.g., applied, interviewed, hired).

Tips for ATS-Friendly Resumes:



Keep it simple: no columns, charts, or unusual fonts.



Use standard headings: Work Experience, Education, Skills.

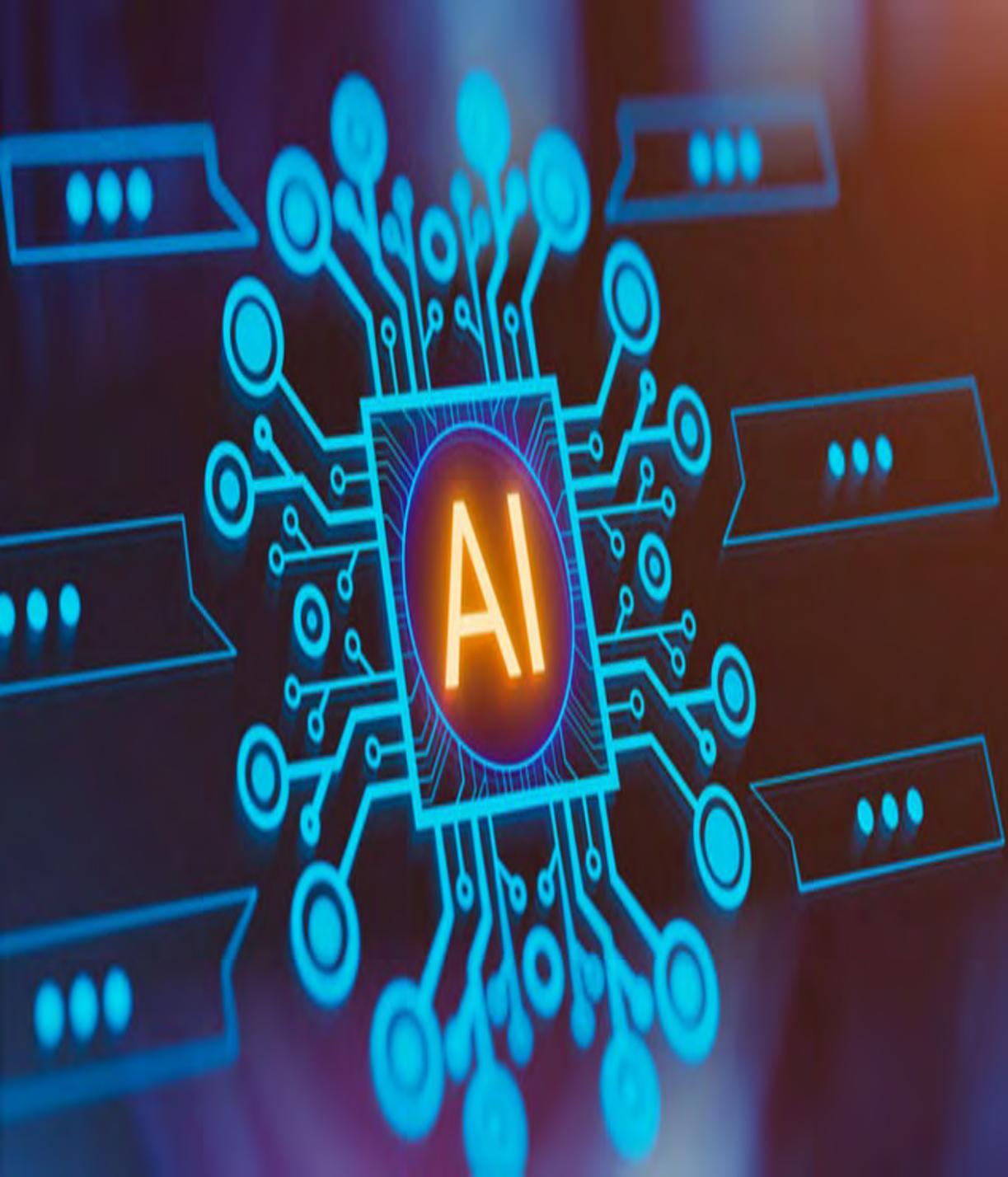


Include keywords from the job posting.



Save your resume as .docx or PDF (unless the application says otherwise).





CHATGPT PROMPTS

For measurable, results-based bullets

- “Rewrite these résumé bullet points to include measurable outcomes, action verbs, and strong results using the STAR (Situation–Task–Action–Result) method:
[Paste your bullet points here].”

To make bullets more concise and impactful

- “Tighten these résumé bullet points to be concise and action-oriented. Remove filler words and keep each point under 20 words while keeping results clear:
[Paste your text here].”

To quantify vague achievements

- “Help me quantify these résumé bullets. Suggest realistic metrics or percentages I could add to show measurable results:
[Paste your bullet points here].”



Administrative Assistant

Company Name: ABC Company

Location: Mississauga, Ontario

About Us:

ABC Company is a dynamic and innovative company dedicated to customer satisfaction. We're committed to excellence in everything we do and are looking for a highly organized and motivated Administrative Assistant to join our team.

Job Description:

We are seeking an experienced Administrative Assistant to provide support to our team and ensure the efficient operation of our office. The ideal candidate will have excellent communication skills, attention to detail, and the ability to multitask in a fast-paced environment. This role will involve managing schedules, coordinating meetings, handling correspondence, and performing general clerical duties.

Responsibilities:

- Manage and maintain executives' schedules, appointments, and travel arrangements
- Coordinate meetings, conferences, and events, including preparing agendas and taking minutes
- Handle incoming and outgoing communications, including phone calls, emails, and mail
- Prepare and edit documents, presentations, and reports as needed
- Assist with project coordination and follow-up on action items
- Perform general clerical duties, such as filing, copying, and data entry
- Maintain office supplies and equipment, and ensure the office is organized and tidy
- Provide administrative support to other team members as needed

Requirements:

- Proven experience as an administrative assistant or in a related role
- Proficiency in Microsoft Office suite (Word, Excel, PowerPoint, Outlook)
- Excellent communication and interpersonal skills
- Strong organizational and time management skills
- Attention to detail and accuracy
- Ability to prioritize tasks and multitask effectively
- Discretion and confidentiality
- High school diploma; additional qualifications in office administration or related field are a plus

Benefits:

Competitive salary
Health, dental, and vision insurance
Retirement savings plan with employer match
Paid time off and holidays
Professional development opportunities
Friendly and supportive work environment

How to Apply:

Please email your resume and cover letter to [contact email]. In your cover letter, please include why you are interested in this position and how your experience and skills align with the job requirements.

ABC Company is an equal opportunity employer and welcomes applications from individuals of all backgrounds.



TAILORING YOUR RESUME

Tailored resumes are more impactful as it indicates how well your resume fits with the job you are applying for. It also will help get past the ATS when specific keywords are used.

Let's take a look at a sample job description and tailor it to a resume.

Job description

Administrative Assistant

Company Name: ABC Company

Location: Mississauga, Ontario

About Us:

ABC Company is a dynamic and innovative company dedicated to **customer satisfaction**. We're committed to excellence in everything we do and are looking for a highly organized and motivated Administrative Assistant to join our team.

Job Description:

We are seeking an experienced Administrative Assistant to provide support to our team and ensure the efficient operation of our office. The ideal candidate will have **excellent communication skills**, attention to detail, and the **ability to multitask** in a fast-paced environment. This role will involve managing schedules, coordinating meetings, handling correspondence, and performing general clerical duties.

Responsibilities:

- **Manage and maintain executives' schedules, appointments**, and travel arrangements
- Coordinate meetings, conferences, and events, including preparing agendas and taking minutes
- Handle incoming and outgoing communications, including phone calls, emails, and mail
- Prepare and edit documents, presentations, and reports as needed
- Assist with project coordination and follow-up on action items
- Perform general clerical duties, such as filing, copying, and data entry
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- Provide administrative support to other team members as needed

Requirements:

- Proven experience as an administrative assistant or in a related role
- **Proficiency in Microsoft Office suite (Word, Excel, PowerPoint, Outlook)**
- **Excellent communication and interpersonal skills**
- Strong organizational and time management skills
- Attention to detail and accuracy
- Ability to prioritize tasks and **multitask** effectively
- Discretion and confidentiality
- High school diploma; additional qualifications in office administration or related field are a plus

Benefits:

- Competitive salary
- Health, dental, and vision insurance
- Retirement savings plan with employer match
- Paid time off and holidays
- Professional development opportunities
- Friendly and supportive work environment

How to Apply:

Please email your resume and cover letter to [contact email]. In your cover letter, please include why you are interested in this position and how your experience and skills align with the job requirements.

ABC Company is an equal opportunity employer and welcomes applications from individuals of all backgrounds.

Tailored Resume

STACEY JONES

416-555-1212 | staceyjones345@gmail.com | Mississauga, ON

QUALIFICATIONS

- Over a decade of providing exceptional web, administrative, and **customer satisfaction** support.
- Increased sales revenue through the design and maintenance of various websites, effectively advertising and promoting companies' products and services.
- Client-focused professional with **excellent communication and interpersonal skills**.
- Proficient in a wide range of computer domains, including administrative tasks, IT, and web design.
- Advanced proficiency in **Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)** with a 50 WPM typing speed.

RELEVANT SKILLS AND EXPERIENCE

Computer Skills

- Spearheaded the redesign of Torex website, generating \$350,000 (one-third of annual sales).
- Doubled international sales and website traffic for Computer Access Inc. through enhancing design, navigation, and search engine capabilities.
- Contributed significantly to developing, training, and implementing a new client database, enhancing processes and data management.
- Collaborated with the IT manager to assist resolving computer-related issues.

Administrative Skills

- Exhibited versatility by seamlessly undertaking back-up reception and switchboard duties.
- Organized payroll records for 350 employees with precision.
- Successfully handled employee records and addressed benefit compensation issues.
- Demonstrated the **ability to multitask** by efficiently posting and filing documents, typing correspondence, answering calls, and **managing and maintaining executive's schedules and appointments**
- Managed manual and electronic mail processing, ensuring timely and accurate communication.

EMPLOYMENT HISTORY

Web Designer / Customer Service	Torex Wholesale, Toronto	2018 - 2020
Administrative Assistant	Emerald Foundation, Toronto	2016 - 2018
Electrical Panel Assembler	Avcon Metal Works, Mississauga	2014 - 2015
Web Master / Admin Assistant	Computer Accents, London, UK	2008 - 2014

EDUCATION

2008 | Diploma | Imperial College | London, England
Office Administration

Cover Letter

A cover letter is a brief, personalized document that you submit along with your resume when applying for a job. It introduces you to the employer, highlights key experiences or skills, and explains why you're a strong fit for the position and company.

Cover Letter in a Nutshell



Greeting

“Dear [Hiring
Manager’s Name]



Opening Paragraph

Why you’re writing and
what role you’re
applying for.



Value Proposition

What makes you a
great fit for this role?



Closing

Express interest in an
interview and say
thank you.



Sample Cover Letter

Here is an example of a sample cover letter.



STACEY JONES

416-555-1212 | staceyjones345@gmail.com | Mississauga, ON

[Today's Date]

ABC Company
[Hiring Manager's Name]
Mississauga, Ontario

Dear [Hiring Manager's Name],

I am writing to express my interest in the Administrative Assistant position at ABC Company, as advertised. With a solid background in administrative support and a passion for ensuring office efficiency, I am excited about the opportunity to contribute to your dynamic and innovative team.

In my previous role as an administrative assistant at Emerald Foundation, I gained extensive experience in managing schedules, coordinating meetings, and handling various administrative tasks. I am particularly proud of my ability to effectively prioritize tasks and multitask in a fast-paced environment, which I believe aligns well with the requirements of the role at ABC Company.

Your company's dedication to excellence resonates with me, and I am eager to contribute to its mission. I am impressed by the emphasis placed on maintaining a friendly and supportive work environment, as well as the commitment to professional development opportunities. I am confident that my skills and experience make me a strong fit for the Administrative Assistant position at ABC Company. I am committed to upholding the high standards of professionalism and confidentiality expected in this role.

I am excited about the opportunity to further discuss how my background and qualifications align with the needs of [ABC Company]. Thank you for considering my application. I look forward to the possibility of contributing to your team and helping ABC Company achieve its goals.

Sincerely,
Stacey Jones



THANK YOU!

For participating in our workshop! We look forward to continuing to support you on your career journey.

FOR MORE SUPPORT:



Contact your counsellor the branch nearest to you.



Visit our website: **www.vpi-inc.com** for any contact information you may need.