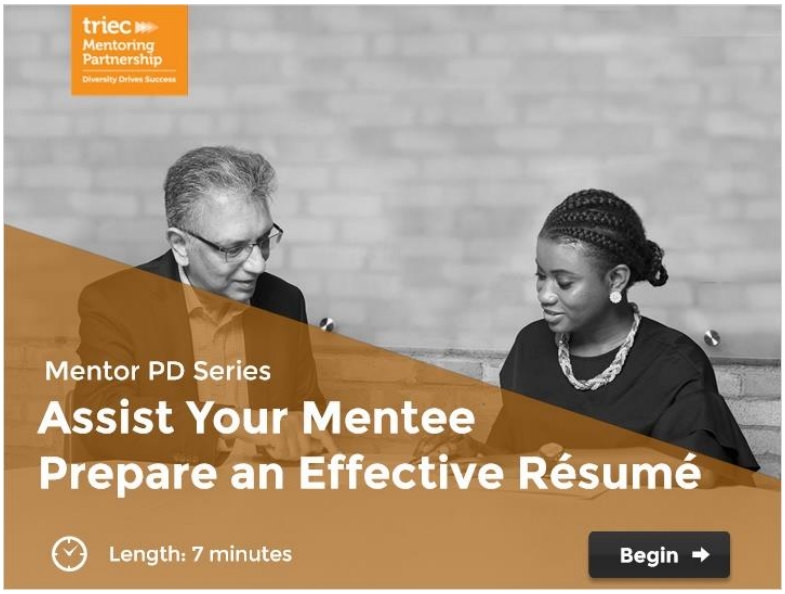
Assist Your Mentee to Prepare an Effective Résumé

1.1 Assist Your Mentee Prepare an Effective Résumé



1.2 Your mentee and the job search

Welcome!

This is one of four modules designed to provide insight into how you, as a mentor, can support your mentee in their job search process.

This module is designed to help you understand the common challenges of mentees when preparing their résumé.

1.3 What can you take away?

Résumés often make a powerful first impression on a potential employer. Having a strong written application will increase your mentee's chance of securing an interview.

In this module, we will look at some of the unique challenges that immigrant professionals can face when crafting their résumés and how you can guide your

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mentee. We'll also cover some Canadian best practices and norms you can discuss in your partnership meetings.

1.4 Résumés differ between countries

New immigrant professionals often face an added layer of complexity when writing their résumés for a number of reasons.

1.5 Résumés differ between countries

Oftentimes, cultural perspectives and norms influence:

- how résumés are written
- what information people emphasize
- what information a reviewer of résumés might expect to see on the document
-

1.6 Tarek's résumé

Scenario:
Tarek, your new mentee, was a successful Project Manager in his home country. He recently arrived in Canada with his family and is very eager to explore opportunities within his field.

What are your thoughts on his résumé?

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1.7 Self-Reflection

Feedback:

From a Canadian recruiter's perspective, you may have found the following elements unusual in Tarek's résumé:

- Personal information included his birth date, photo, nationality, gender and passport number
- Emphasis on education over work experience
- Over three pages in length
- Fewer examples of accomplishments than expected

1.8 Tarek's résumé

It's a useful practice to ask your mentee to walk you through their résumé and to talk about how they want to represent themselves. This will give you some insight into any elements you find unusual. You can then have a discussion about what Canadian recruiters would be looking for in a résumé and why.

1.9 Tarek's perspective

Mentor:

"*Tarek, can you tell me about your résumé and what key pieces about yourself you were aiming to highlight?*"

1.10 Tarek's perspective

Mentee:

"*My résumé provides a balance of professional and personal information. I want to show that I am a dependable worker - so I told them I am married and have a family to*

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provide for. I have also provided my passport number to let them know that I am able to travel at short notice."

1.11 What you can do

1. Skills Match
   - Does your mentee's résumé match the qualifications and skills requirements of the job they are applying for?

2. Clear Value
   - Does your mentee's résumé showcase their potential value to the organization?
   - Have they highlighted their professional accomplishments?
   - Have they quantified the results in each of their accomplishment statements?

3. Formatting
   - Does your mentee's résumé have:
     - a clean professional "look and feel"
     - logical format
     - clear headings
     - appropriate margins, space and typeface
     - bullets for attention to important points

4. Quality
   - Has the résumé been proofread for spelling and grammatical errors?

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1.12 Résumé types

Your mentee may have already created their résumé using a certain format before your first meeting.

It may be an opportunity for you to introduce the common types of résumé used in Canada.

1.13 Résumé types

There are three types of résumé commonly used in Canada.

1. Chronological
    - Lists work history in order of date, starting with the most recent position and working backwards.
    - Recommend to your mentee if they have a solid work history, their experience is aligned with the job they are applying for, and if they have no gaps between employment.
2. Functional
    - Focuses on skills and experience rather than on chronological work history.
    - Recommend to your mentee if they have gaps in employment, in the process of a career transition, or have a diverse professional background with no clear career path.
3. Combination
    - Highlights skills and accomplishments starting from the most recent work history.
    - Recommend to your mentee if they want to detail their work experience and show hiring managers what type of employee they are.

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1.14 STAR framework

Regardless of what type of résumé your mentee is using, recommend using an approach like the STAR framework to highlight their accomplishments. It's a way to draw attention to the potential value they could bring an employer. It follows this simple format:

Situation + Task + Action + Result

1.15 STAR framework

For example, here's how we would convert this task "Responsible for sales in the Northeast region" into an accomplishment statement:

Situation + Task + Action + Result:

Responsible for sales in the Northeast region (Situation/Task) and produced (Action) $6M in new revenue in less than 12 months. (Results)

1.16 STAR framework

Narrator: "*Let's do a few exercises on how to write accomplishment statements.*"

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1.17 Exercise 1

Using the Situation+Task+Action+Result framework, convert this task into an accomplishment statement:

> *Acted as Media Relations Manager responsible for communication plans and advertising.*

Here's a sample accomplishment statement:

Acted as Media Relations Manager (Situation) responsible for the development and implementation of an innovative marketing strategy (Task/Action) which led to a 150% increase in the firm's coverage in national, business and trade publications (Result).

1.18 Exercise 2

Using the Situation+Task+Action+Result framework, convert this task into an accomplishment statement:

> *Managed special projects.*

Here's a sample accomplishment statement:

Acted as lead for special projects (Situation/Task) that successfully completed a Customer Relationship Management project (Action) one month ahead of schedule and $250,000 under budget (Result).

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1.19 Résumé challenges for immigrant professionals

There may be other information that may not fit appropriately in any of the standard sections of the résumé such as:

- work experience from abroad
- survival jobs
- gaps in employment
- international education
- other areas of experience

Let's go over some tips for how your mentee can include this information in their résumé.

1.20 Adding supplementary information

1. Work Experience from Abroad

Recommend your mentee:

- provides company web links
- uses a descriptor (e.g., second largest retail bank in India)
- includes figures such as market share, annual revenue, range of products and services

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2. Survival Jobs

Your mentee might take on jobs, either full or part-time, which are not commensurate with their education and experience, or may be unrelated to their field of expertise.

If this is the case:

- the job should be included if it is related to the occupation
- the job should be omitted if not related to the occupation

3. Gaps in Employment

Your mentee's most relevant and impressive experience may have been prior to their survival job.

In this case, advise your mentee to:

- create a section labeled as "Most Relevant Professional Experience" showcasing the most relevant experience first
- create a following section called "Other Professional Experience" which can include the survival job experience

4. International Education

A credential evaluation can provide an advantage as it demonstrates how qualifications gained abroad compare to those gained in Canada and helps to establish credibility for your mentee.

In this case, advise your mentee to contact a Credential Agency such as World Education Services Canada at https://www.wes.org/ca/ for a credential assessment and to inquire for fees.

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1.21 What is a focused résumé?

Mentee:

"*We've covered a lot of information. Is there anything else I should think about when finalizing my résumé?*"

1.22 What is a focused résumé

Mentor:

"*There's a lot of information to consider, but the key point to remember overall is to make sure that your résumé is clear and focused so that employers can easily understand what you could bring to the position you're applying for.*"

1.23 What is a focused résumé?

A focused résumé should outline:

- the role that the applicant is aiming for
- the applicant's skills and qualifications
- relevant professional work experience that will make the applicant a strong contender for the position

1.24 Cover letter

Mentee:

"*My résumé seems to have all the key information. Is a cover letter really necessary?*"

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1.25 Cover letter

Mentor:
"*The cover letter is an essential element of your job application as it explains to the hiring manager why you are the ideal candidate for the job. You should also customize it for each of your job applications.*"

1.26 Cover letter

As best practice, remind your mentee to always include a cover letter with their résumé.

Guide your mentee in:

- highlighting their relevant experience
- explaining any employment gaps or survival jobs
- showcasing their familiarity with the company they're applying for including their company goals
- conveying a bit of their personality

1.27 Wrap up

In this module, we covered some Canadian best practices and norms you can discuss in your partnership meetings.

If you'd like more details on creating a résumé or cover letter, there's lots of information online. One place to start would be www.settlement.org.

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1.28 Additional resources

You have completed the Assist Your Mentee Prepare an Effective Résumé module. A printable text version of this module is available in the Resources menu in the top right corner of the e-learning module.

If you would like additional information, strategies and tools for supporting your mentee in their job search, we recommend you take a look at the other modules in this learning path:

- Supporting Your Mentee to Overcome Roadblocks
- Helping Your Mentee to Enhance Their Networking Skills
- Coaching Your Mentee for Their Job Interview

1.29 Additional support

If you or your mentee need additional support, please contact your Mentoring Coach directly by referring to the email you received when you were matched, or send an email to mentoring@triec.ca.

1.30 Thank you

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