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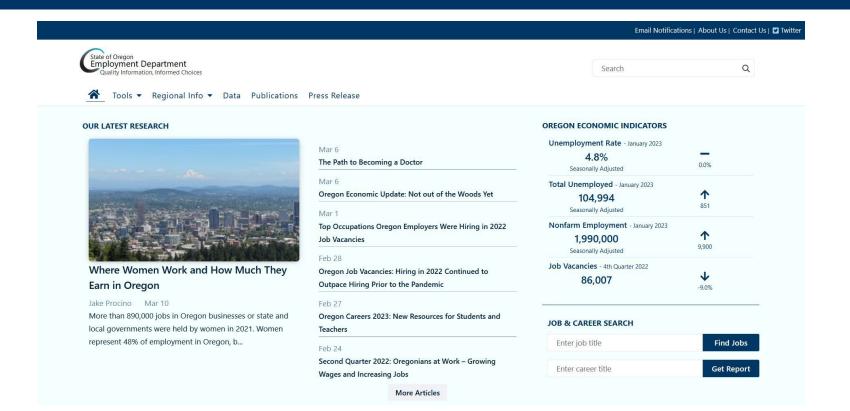
Hip-Pocket Training for Veteran Jobseekers

## **Resume Writing**

Finding the words to write a targeted resume.

### **Step 1:** Navigate to www.qualityinfo.org.





# **Step 2:** Locate the "Tools" dropdown, then select "Occupation & Wage Information".

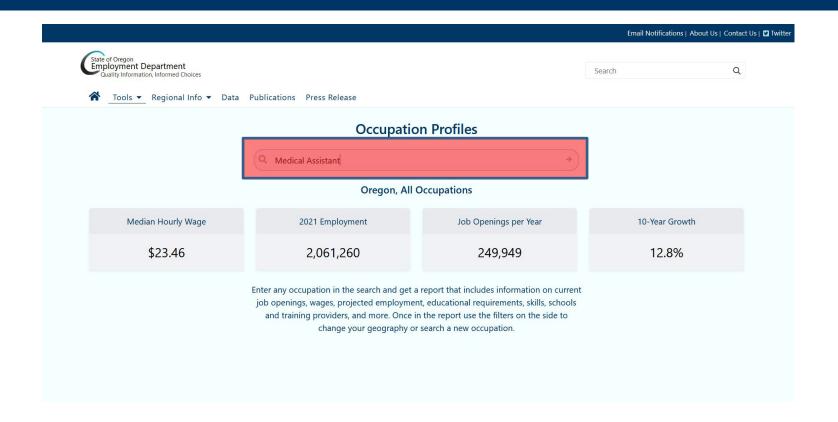
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# **Step 3:** Enter an occupational keyword or phrase into the search bar e.g. Medical Assistant.

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# **Step 4:** When the report is available, scroll down to "Knowledge, Skills, Abilities, and Work Activities" then click.



+ Knowledge, Skills, Abilities, and Work Activities

# **Step 5:** When open, locate the "more" buttons and expand each category.

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#### - Knowledge, Skills, Abilities, and Work Activities

#### Knowledge

Examples of the knowledge needed for success in this occupation is listed below, in order of importance. This information comes from the Occupational Information Network (O\*NET).

- English Language: Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Customer and Personal Service: Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Medicine and Dentistry: Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
- Administrative: Knowledge of administrative and office procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and workplace terminology.
- Computers and Electronics: Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.



#### Skills

Examples of the skills needed for success in this occupation are listed below, in order of importance. This information comes from the Occupational Information Network (O\*NET).

- · Social Perceptiveness: Understanding people's reactions.
- Speaking: Talking to others.
- Active Listening: Listening to others, not interrupting, and asking good questions.
- Reading Comprehension: Reading work-related information.
- Critical Thinking: Thinking about the pros and cons of different ways to solve a problem.



#### **Abilities**

Examples of the abilities needed for success in this occupation are listed below, in order of importance. This information comes from the Occupational Information Network (O\*NET).

- Written Comprehension: Reading and understanding what is written.
- Oral Comprehension: Listening and understanding what people say.
- . Oral Expression: Communicating by speaking.

### **Step 6:** Expanded sections reveal additional information.



#### **Detailed Work Activities**

Examples of the detailed work activities involved with this occupation are listed below, in order of importance. This information comes from the Occupational Information Network (O\*NET).

- · Assess physical conditions of patients to aid in diagnosis or treatment.
- Dispose of biomedical waste in accordance with standards.
- · Clean medical equipment.
- Interview patients to gather medical information.
- Explain technical medical information to patients.
- · Record vital statistics or other health information.
- Clean patient rooms or patient treatment rooms.
- · Prepare patient treatment areas for use.
- Collect biological specimens from patients.
- · Assist practitioners to perform medical procedures.
- Administer basic health care or medical treatments.
- · Conduct diagnostic tests to determine patient health.
- · Perform clerical work in medical settings.
- Process medical billing information.
- · Give medications or immunizations.
- Control prescription refills or authorizations.
- · Apply bandages, dressings, or splints.
- · Inventory medical supplies or equipment.
- Schedule patient procedures or appointments.
- · Operate medical equipment.
- Prepare medical instruments or equipment for use.



### **Step 7:** Relevant verbiage ready for use in your resume.



#### **Detailed Work Activities**

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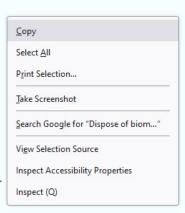
### Step 8: Highlight text and copy



#### **Detailed Work Activities**

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- Perform clerical work in medical settings.
- Process medical billing information.
- Give medications or immunizations.



### Step 9: Paste into skills section of resume



### Joe D. Customer

555 Anystreet Lane, La Pine, OR 97739 541-555-5555 joe.d.customer@yahoo.com

### **OBJECTIVE**

I am an experienced, knowledgeable and motivated team player that would like to work as a (specific occupation) for (specific employer).

#### **SKILLS**

- Effective time management skills
- Very good troubleshooting and problem solving skills
- Able to professionally interact with a variety of customers and manage difficult situations
- Dispose of biomedical waste in accordance with standards.
- Clean medical equipment.
- Interview patients to gather medical information.
- · Excellent written and verbal communication skills
- Capable of working independently or as a part of a team in a rapidly changing work environment
- Extensive experience with multi-line phone systems
- Punctual, trustworthy, honest



### Step 10: Considerations



- 1. Group similar KSA's to maximize available space in the skills section.
- 2. The "Skills" or "Qualifications" section should be a combination of technical ability and soft skills.
- 3. Only transfer KSA's you are experienced with, falsely claiming skills or abilities <u>will</u> backfire.
- 4. Add or delete verbiage if necessary.
- 5. Make sure to spell out acronyms before using them in the resume.

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**Questions? Please contact...** 

Paul M. Messett Veterans Employment Representative 541-388-6455 paul.m.messett@employ.oregon.gov For more information regarding:

Cover Letters
Resumes
Apprenticeships
Online resources
Interviews
And more...

please visit the 541VETS playlist on youtube.com.

Our support for Veterans does not begin or end at the front door.



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