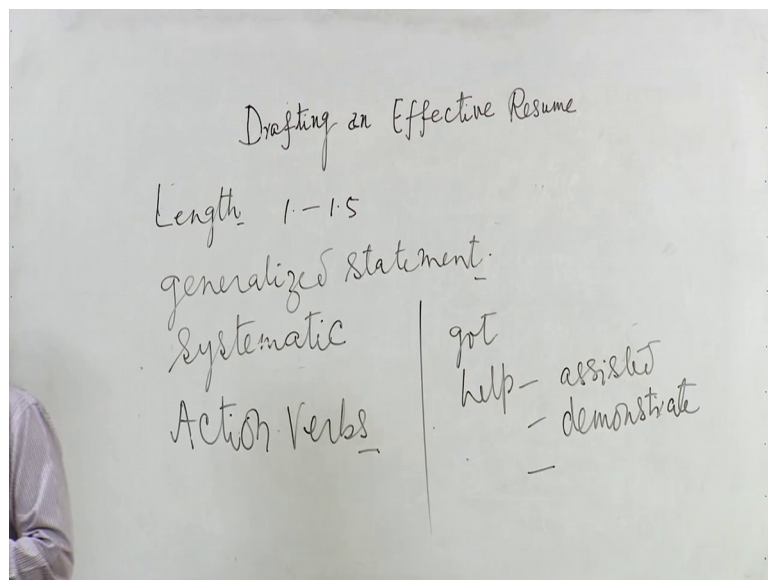


**Soft Skills**  
**Dr. Binod Mishra**  
**Department of Humanities & Social Sciences**  
**Indian Institute of Technology, Roorkee**

**Lecture - 56**  
**Drafting an Effective Resume**

Good morning friends. In the previous lecture, we talked about the various ways as how to plan for writing an effective resume or for drafting an effective resume and you remember, well, I said that resume should tell no doubt, but more than telling it should actually sell meaning, there by through your resume you are selling yourself you are describing, but then you are not going to provide them a sort of auto biography.

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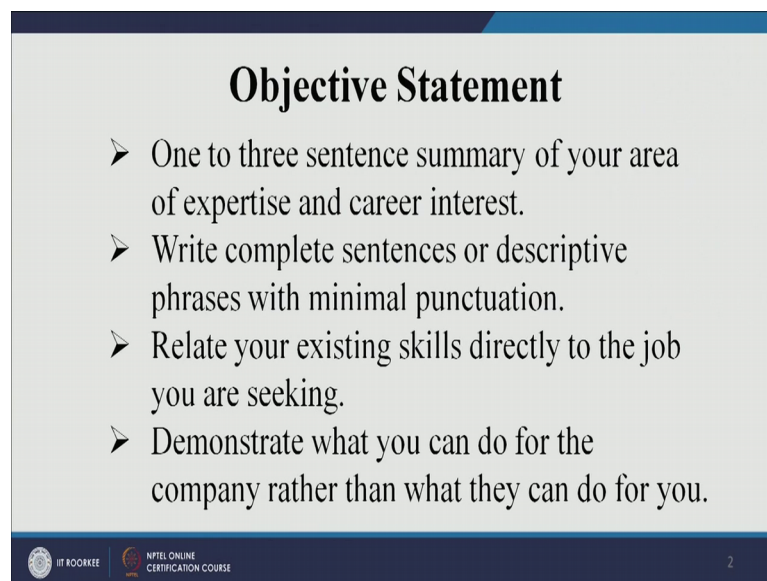


Now when you have understood the various requirements of a resume; let us say how to draft an effective resume we have already talked about the length and if you remember well, an effective resume specially for entry level youngsters who are applying for jobs should be from 1 or between 1 to 1.5 typed pages now the question that might be houting; you is how to make your resume effective; how to start how to develop and how to close because every resume like every letter will have 3 parts the first will be an opening, then the body and then the close.

Now, when we talk about an effective resume the point where I stopped in the previous lecture was to understand; what were the several dos and dont's for us to know before we

drafted a resume. Now many people are not clear about their objective statement what do we mean by objective statement an objective statement in a resume the objective statement will begin just after the heading. So, the objective statement which in many cases, they call summary or in some cases they call objective; so, this objective statement should be one to 3 line sentence summary of your area of expertise and carrier interest now here you need to write the complete sentence having some phrases, but in terms of providing phrases please see that they are very focused.

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### Objective Statement

- One to three sentence summary of your area of expertise and career interest.
- Write complete sentences or descriptive phrases with minimal punctuation.
- Relate your existing skills directly to the job you are seeking.
- Demonstrate what you can do for the company rather than what they can do for you.

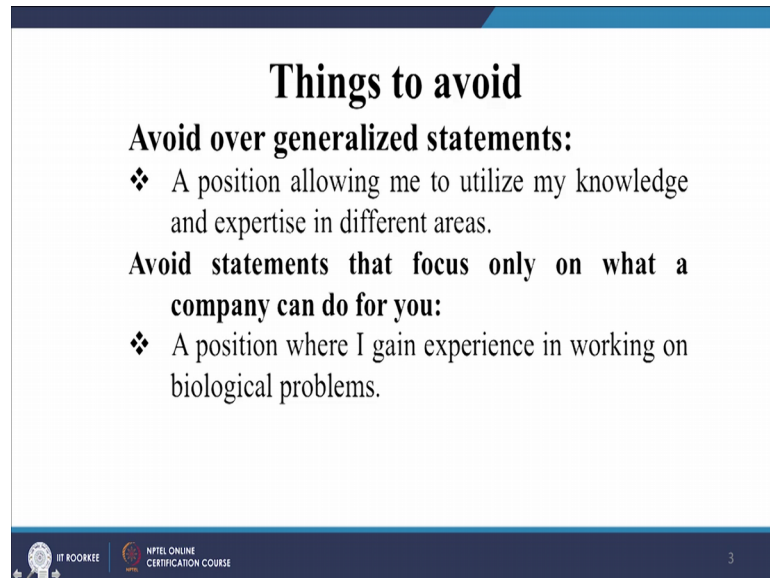
IIT ROORKEE NPTEL ONLINE CERTIFICATION COURSE 2

Very specific and it is here that in your objective statement you are going to tell the recruiters about the skills that you have, but as I said; I will repeat do not say everything in your resume leave something for the interview because a resume is only a passport and when you appear at the interview you cannot further expand whatever you want to say depending upon the nature of questions put to you demonstrate.

What you can do for the company rather than what they can do for you now when you are going to write the objective statement it is better to avoid the use of generalized the statement we have provided an example in the previous lecture; when we talk about the generalized statement you know everyone every individual cannot be a fit in all jobs he can be a miss fit also. So, what happens if we feel that we have to have a job we apply and when you apply you actually mention something which is in a very generalized way and of course, you lose the chance because the recruiters are looking for specific skills;

suppose, if somebody says a position allowing me to utilize my knowledge in different areas now the question remains what different area what different disciplines.

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**Things to avoid**

**Avoid over generalized statements:**

- ❖ A position allowing me to utilize my knowledge and expertise in different areas.

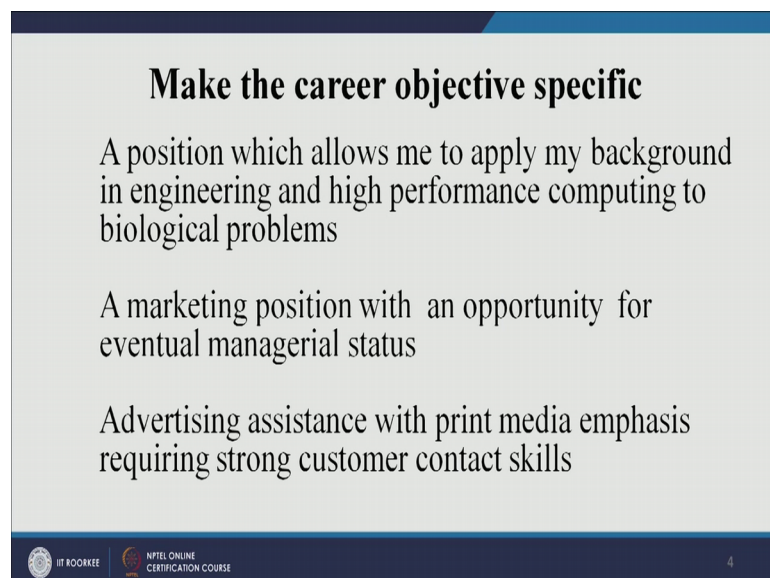
**Avoid statements that focus only on what a company can do for you:**

- ❖ A position where I gain experience in working on biological problems.

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So, it is actually needed to be specific and say a position where I can gain experience in working on a biological problems in working on Linux and something else.

(Refer Slide Time: 05:39).



**Make the career objective specific**

A position which allows me to apply my background in engineering and high performance computing to biological problems

A marketing position with an opportunity for eventual managerial status

Advertising assistance with print media emphasis requiring strong customer contact skills

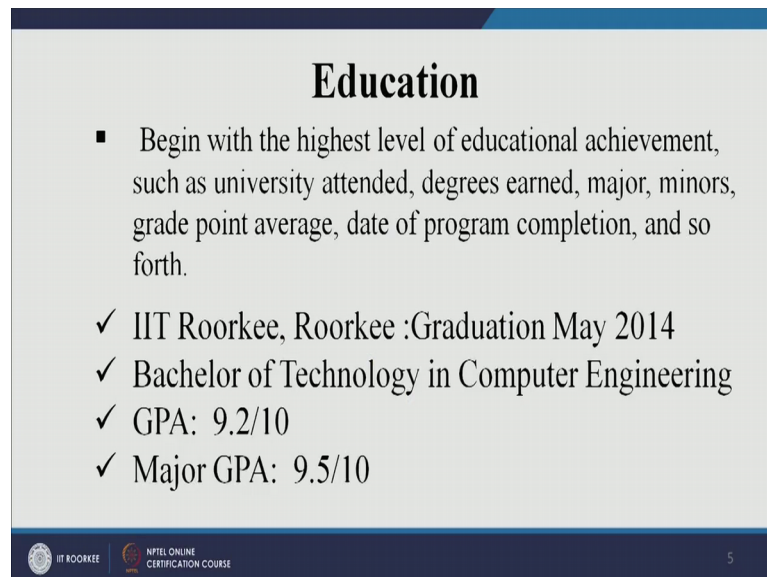
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So, you have to be very specific make your carrier objective specific say for example, a position which can allow me to apply my background in engineering and high performance computing to biological problems. Now this will even be more specific than

you talk about only computing again if you are say applying for a job in management you can mention a marketing position with an opportunity for eventual managerial status, you can also say requiring strong customer contact skills meaning there by you want a position in harm next comes education.

And as I said in the previous lecture, you have to mention about your educational background in a very systematic manner. So, when I say systematic manner the latest one should come first here suppose somebody is a masters. So, he should mention about his masters first and then b tech somebody who is only a graduate.

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**Education**

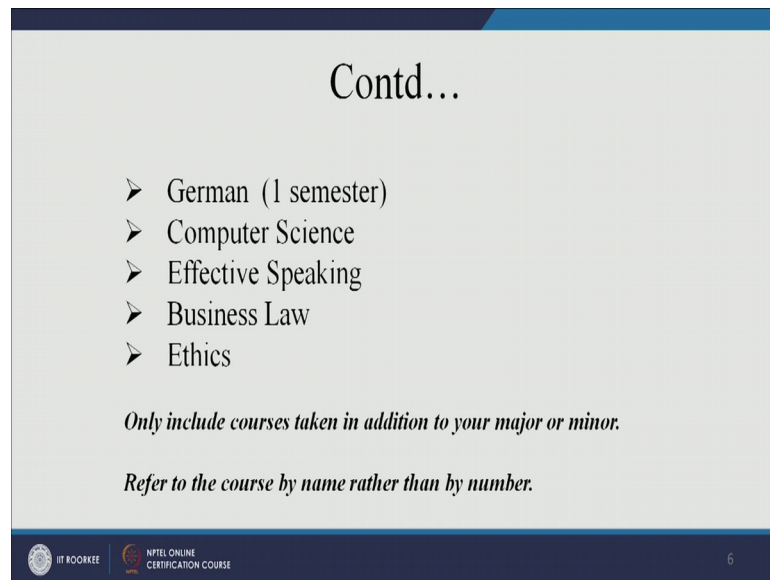
- Begin with the highest level of educational achievement, such as university attended, degrees earned, major, minors, grade point average, date of program completion, and so forth.
- ✓ IIT Roorkee, Roorkee : Graduation May 2014
- ✓ Bachelor of Technology in Computer Engineering
- ✓ GPA: 9.2/10
- ✓ Major GPA: 9.5/10

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So, should mention only from his graduation as you can see here fine and moreover you should also remember what you are going to say in terms of your grade or CGPA please mention whatever is allowed or whatever is there on your marks file if your institute follow CGPA please do mention CGPA or if it follows only percentage mention percentage as you can see here.



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Contd...

- German (1 semester)
- Computer Science
- Effective Speaking
- Business Law
- Ethics

*Only include courses taken in addition to your major or minor.*

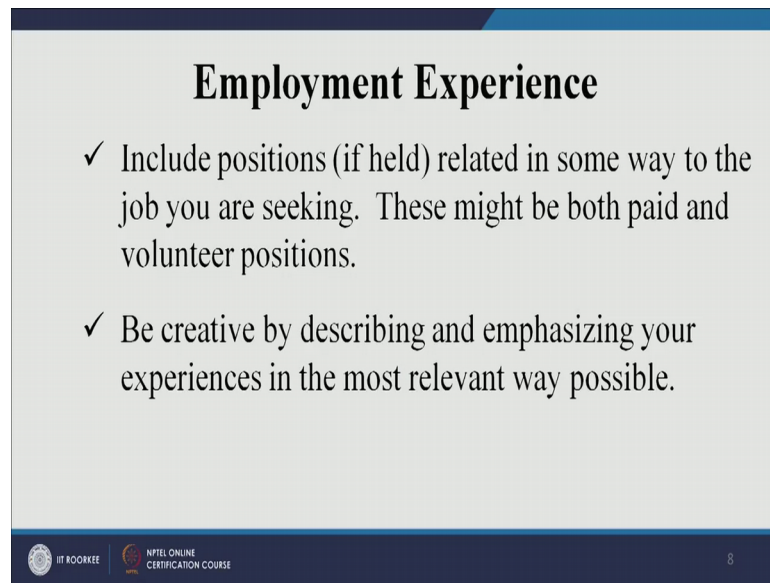
*Refer to the course by name rather than by number.*

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And then now comes certain other things which you process more than other candidates because you are actually going to stand out from others only then your resume can be considered that is why somebody having the experience of or having a course which he undertook when he was in graduation he took a course in German in French.

So, that is a sort of additional qualification which the recruiters will be looking forward to somebody knows a more apart from his discipline he has also got some sort of skills in computer say a say programming languages somebody has got for speaking English effectively, somebody knows business law somebody has done a course on ethics. So, these actually are going to make you stand out, but remember a word of caution here that something that you do not have should not be mentioned at all please include those things those courses which you have taken in addition to moreover while doing. So, as it is seen especially the youngsters one they mention the course title and not the name suppose if you mention hs 0 0 1 and do not mention the course title now recruiters are not able to understand; what is this hs 0 0 1 or 0 0 2. So, it is better to mention specifically the name of the course.

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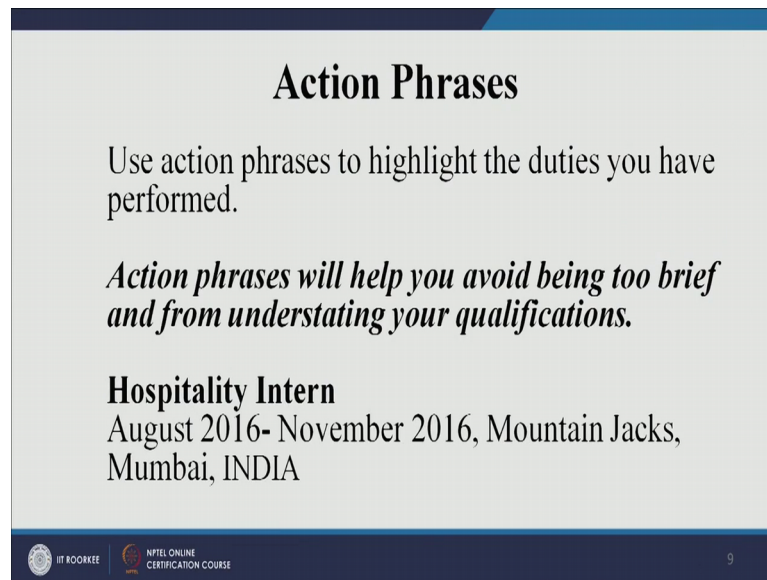
## Employment Experience

- ✓ Include positions (if held) related in some way to the job you are seeking. These might be both paid and volunteer positions.
- ✓ Be creative by describing and emphasizing your experiences in the most relevant way possible.

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Moreover if you have some more special skills please do mention because that actually makes you stand out from the other candidates then comes the employment experience of course, if you applying for an inter level position will not have experience, but then you can have sought experiences somebody may have an internship for 2 months, somebody may have practice school experience somebody may have some experience which he or she might have gathered as a project in some organizations even for a brief period. So, that has to be mentioned you must include positions if you have held in any capacity and that is related to the job that you are looking for be creative by describing and emphasizing your experience in the most relevant way possible and while doing.

(Refer Slide Time: 10:29)



**Action Phrases**

Use action phrases to highlight the duties you have performed.

*Action phrases will help you avoid being too brief and from understating your qualifications.*

**Hospitality Intern**  
August 2016- November 2016, Mountain Jacks,  
Mumbai, INDIA

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So, please see to it that you are writing with the help of action verbs or action words say if I have to say got.

If I have to say help these words are actually weak words. So, in terms of help it is better to use assisted somebody says justifies it is better to say demonstrate I mean these are some of the words somebody can also say supervised somebody can say coordinated these are action phrases or action words that actually matter a lot when you are drafting a resume action phrases because you know as an entry level person applying for a job you do not have much to say. So, these things say for example, organized a debate during cogence 2017 conducted a workshop represented the college team in volleyball now all these things they actually go a long way to make you stand out of others employers do not want only a person, but they want a person with certain attributes which can make them out sign others suppose somebody did an intern.

So, that internship has to be mentioned, but remember that has to have a sort of real experience because whatever you mention here they somehow the other are to be queried during the time of your interview my dear friend hence you have to be very particular say here the candidate did a an internship in a hospital. So, he or she may mention hospitality intern.

But while doing; so, please mention the exact dates and the place from where you did it now again you should when you are drafting your resume you should actually be clear

about the parallelism that we have talked about in several of our lectures now what do we mean by parallelism because you know here in a resume you cannot write sentences alone and you know if you write sentences the sentences may be longer. So, you are going to sort out you are going to make them shortened by using action words as you can say over saw the planning production preparation and from delivery of food. Now you will find the word over saw and again if you are going to mention something now here you have mentioned something as a sort of unit, but if the other sentence that you are going to choose and if it is a complete sentence and you begin a sentence with something else that will not be in tune with the parallelism.

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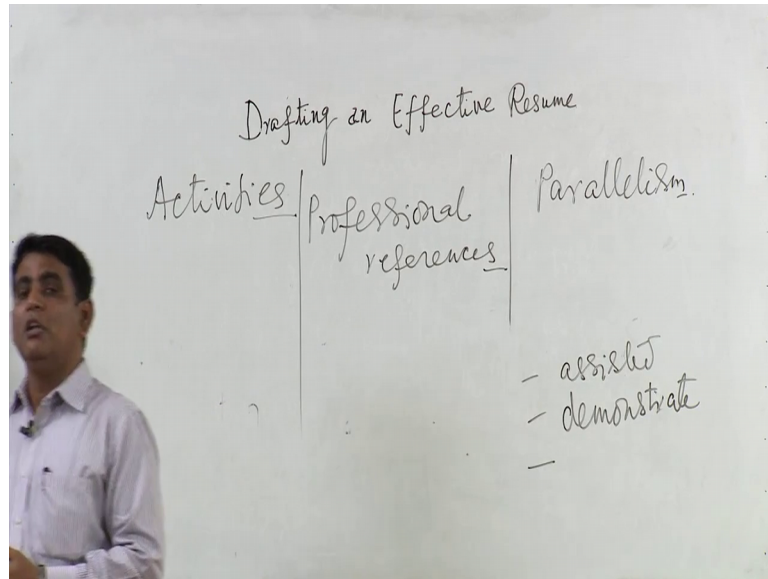
**Parallel Phrases**

- ✓ **Oversaw** the planning, production, preparation and prompt delivery of food
- ✓ **Assisted** in training and retaining new and experienced employees
- ✓ **Created** a positive and healthy atmosphere in the restaurant

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So, parallelism is if you are using verbs used verbs as you can see here over saw the planning assisted in training and development and retaining created a positive demonstrated supervised coordinated. So, now, in all these you can find that these are the examples of parallelism which you can also try when you are going to write a resume now comes this section of activities as a student you might have got chances to make yourself busy or to involve yourself in certain activities.

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Now these activities may always not be paid you know specially experienced people they get several chances, but you as a student you as an entry level person you also get some opportunities and in many organizations in many institutes it is seen that students are also involved because in order to make them develop a 100 percent personality or a proper growth of their personality they are actually required to take part in these activities in some of the activities you act as volunteers.

(Refer Slide Time: 15:25)

## Activities and Honours

- Include relevant activities and honors that you could discuss with your prospective employer or that have given you valuable experience or skills.
- Volunteer activities
- Projects
- Awards
- Fellowships

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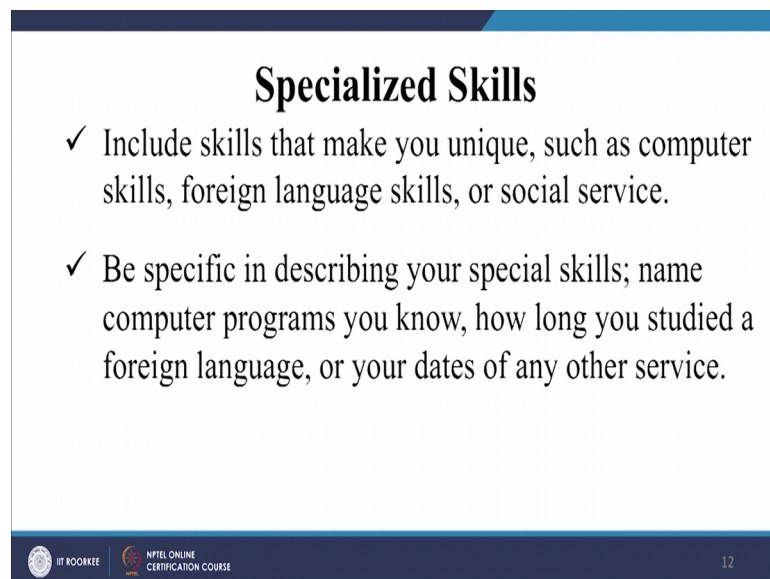
In some you act as a representative in some of the projects there are also times when you

get some awards. So, these also have to be mentioned in your resume to make yourself stand a better chance as compared to others.

Then some students also get a chance are to visit some other countries and fellowships. Now once again you will find that these carry weight to your resume and that is why they should be mentioned please see relevant activities and honors which you could discuss with your prospective employer at the time of interview and you know when you mention these things naturally the questions somehow, the other will be in from these areas and that will help you better if you have certain specialized skills as we talked about in the previous lecture.

So, include those skills which actually make you unique which make you stand out for example, somebody knows 2 foreign languages German and French naturally he chances in a multinational organization will be better than those who are simply confined to English and Hindi.

(Refer Slide Time: 16:44)



**Specialized Skills**

- ✓ Include skills that make you unique, such as computer skills, foreign language skills, or social service.
- ✓ Be specific in describing your special skills; name computer programs you know, how long you studied a foreign language, or your dates of any other service.

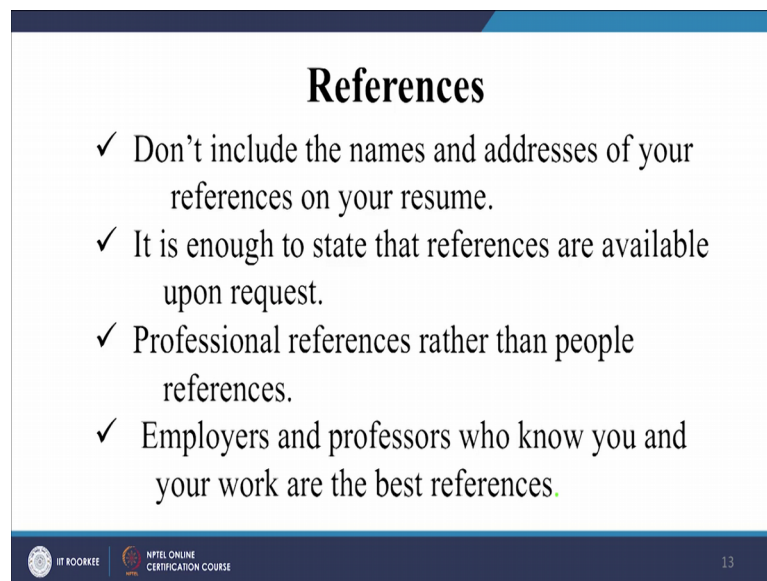
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Suppose somebody has also an experience of social service somebody has also an experience of new activities. So, we find out from them we derive from them that she can go extra mile somebody who also thinks about the welfare because in many organizations you will find that they have a certain welfare actions they have actually the sentence of well being and all the if all these things there why cannot you stand a chance if you are having these qualities when you are mentioning the special skills please be



specific if you know a particular program c plus plus somebody knows oracle somebody knows something more in advanced computers and all. So, that has to be mentioned by name because they actually help you have an edge over others if you have done a course please do mentioned what was the duration of the course or what was what were the dates of those course or if any service that you have rendered that also should be mentioned.

(Refer Slide Time: 18:07)



**References**

- ✓ Don't include the names and addresses of your references on your resume.
- ✓ It is enough to state that references are available upon request.
- ✓ Professional references rather than people references.
- ✓ Employers and professors who know you and your work are the best references.

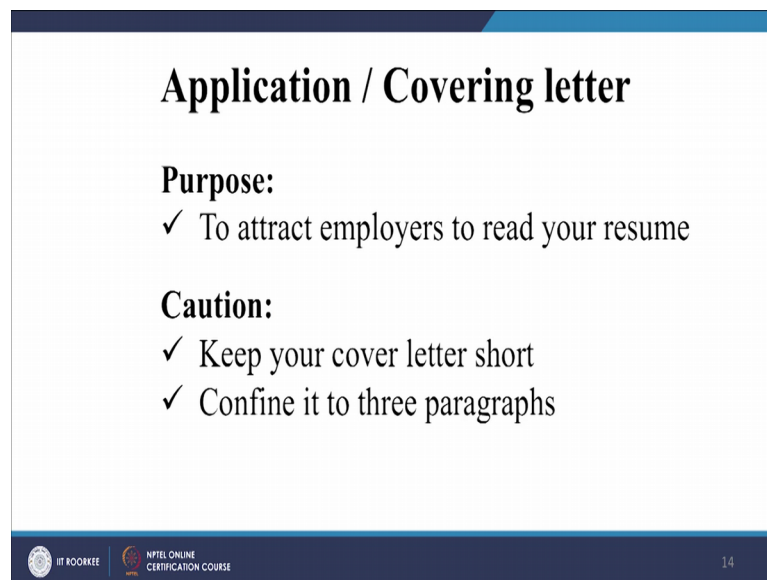
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When it comes to references as I said in the previous lecture it is better not to mention the name of referees unless and until asked for you can always say references available upon request, but some organizations see to it that you mention referees. So, in that case they will make it compulsory or they might have given these instructions and it is better that you mention professional references are not people references professional references say your professor your say project in charge your head under whom you did one training. So, they can provide better inputs.

So, please mention professional references than people references and employs and professors employs in case you are an experienced one. So, they can provide a better input about you. So, mention referees, but while mentioning referees please see to it that when you mention them you provide the exact details meaning there by their complete address their phone numbers their URLs because at any point of time these referees can be contacted.

Some organizations they actually provide you a performer and some straight way right to the referees, but remember if you have put somebody's name as a referee please tell them in advance and if it is possible please send them your resume or tell them about the work tell them about the company, you are employing, because at times it has been seen that you provide somebody's name as a referee and he or she does not know because you know if you put some professor's name and you have not in been touch with the professor for a long time. So, you are actually putting yourself into problem. So, you need to understand how important it is and that is why I advise you to be in touch with the person and provide him with the information because at any point of time he is consulted he will provide them the proper input.

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**Application / Covering letter**

**Purpose:**

- ✓ To attract employers to read your resume

**Caution:**

- ✓ Keep your cover letter short
- ✓ Confine it to three paragraphs

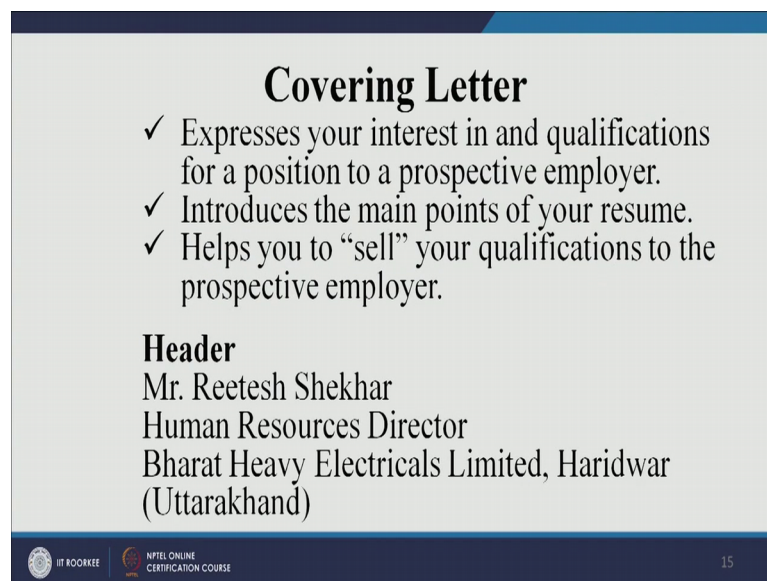
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Now when we have understood about resume it is time that we should also know; what actually is an application letter because you cannot if you are applying for a job and you have got this information from the job search either of a National Delhi or from a website or what? So, ever you also need to attach an application to your resume and application to your resume now the question that may hunt many of you is; what actually is an application.

Here though we have talked a lot about business letters. So, here this application is also much like a business letter and this application can also be called a sort of covering letter because when you know people do not have time to go through your resume first you are

also giving them some impression some information through your covering letter the main purpose of the covering letter is to attract employers to read your resume, on one page covering letter, if you have provided in a very settle and discreet manner some of your skills naturally the employer is attracted and the employer wants to know and then he will be interested to go through your resume if people do not go through our resume how can they know what we are, but then when you are writing this covering letter make it sought; it is as the term itself can suggest it is a covering letter.

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**Covering Letter**

- ✓ Expresses your interest in and qualifications for a position to a prospective employer.
- ✓ Introduces the main points of your resume.
- ✓ Helps you to “sell” your qualifications to the prospective employer.

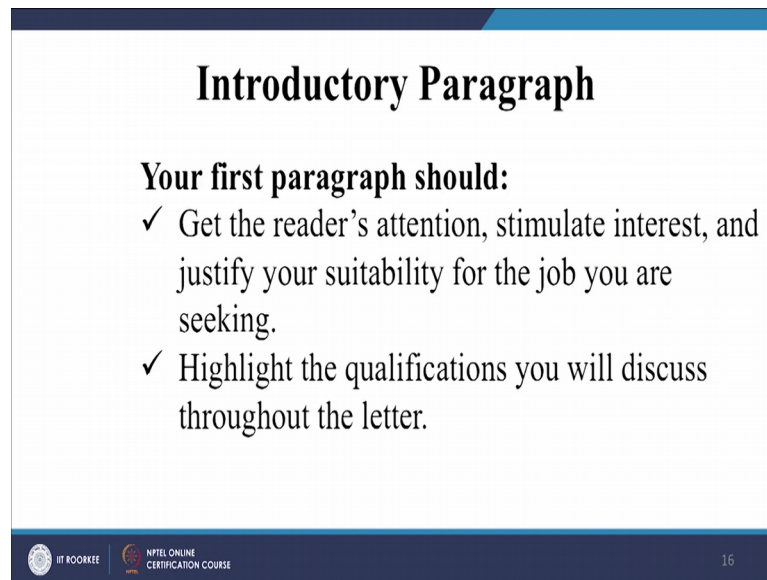
**Header**  
Mr. Reetesh Shekhar  
Human Resources Director  
Bharat Heavy Electricals Limited, Haridwar  
(Uttarakhand)

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So, use it as a cover letter a let there be sought paragraphs and specially it is better; if it is confined only to 3 paragraphs. Now what are the things that should be there in the covering letter in any covering letter you have to express your interest and your qualification for a position for a prospective employer, but it is not like a routine letter that you are writing you are actually to flame it in such a manner that in the very first paragraph you have attracted the employer.

So, through this covering letter, you are selling your qualification to the prospective employer, but when you are writing that the first thing that you need to be causes about is to write the header by header I mean to the person that you are writing you should write exactly his name address what. So, ever and then the introductory paragraph as we have discussed it is much like a sales letter in a sales letter what you do you actually follow the technique you attract.

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## Introductory Paragraph

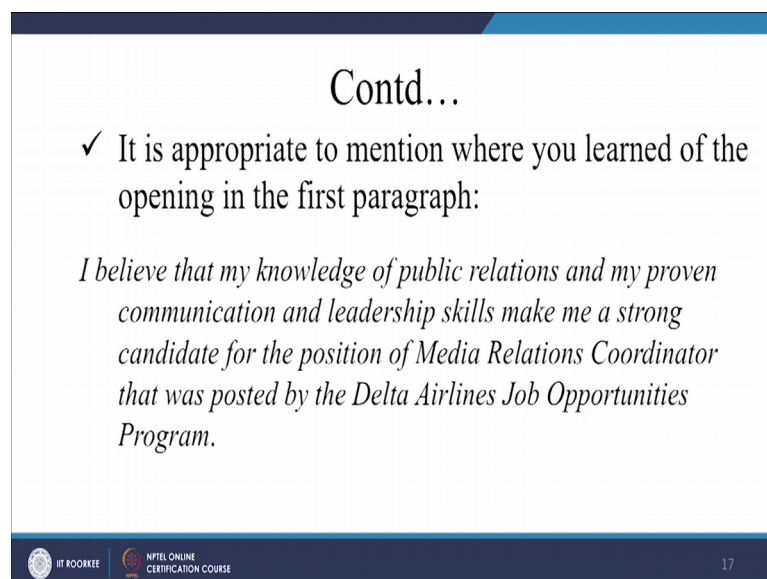
**Your first paragraph should:**

- ✓ Get the reader's attention, stimulate interest, and justify your suitability for the job you are seeking.
- ✓ Highlight the qualifications you will discuss throughout the letter.

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So, here also in the very first paragraph you are going to get the reader's attention is stimulate the interest in the first paragraph and then you are to justify your suitability on your plan for the position that you have applied here you can mention your qualifications, but in a very clever and settle manner an throughout the letter, there should be a sort of consistence, how you also should mention the source from where you could learn about this advertisement.

(Refer Slide Time: 24:12)



## Contd...

- ✓ It is appropriate to mention where you learned of the opening in the first paragraph:

*I believe that my knowledge of public relations and my proven communication and leadership skills make me a strong candidate for the position of Media Relations Coordinator that was posted by the Delta Airlines Job Opportunities Program.*

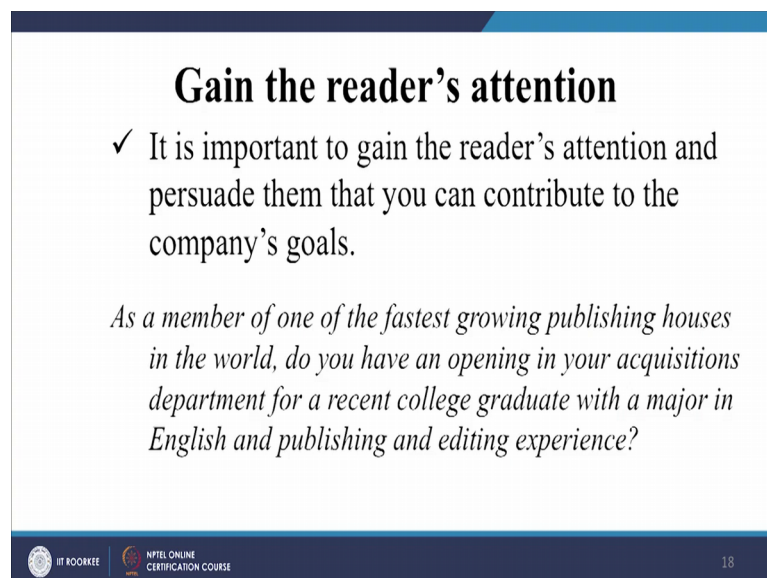
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For example, if you frame your paragraph like this I believe that my knowledge of public

relations and my prevent communication and leadership skills make me a strong candidate for the position of media relations coordinator posted by such and such organizations. Now you see the language here the language is in such a settle manner that in the very first paragraph, you have already mention the qualities that you have you have mentioned the skills that have you have leadership skills and your communication skills naturally the employer will feel interested.

So, you are going to gain the reader's attention in the very first paragraph and then you can in certain cases you know, but remember you can change the style.

(Refer Slide Time: 25:02)



**Gain the reader's attention**

- ✓ It is important to gain the reader's attention and persuade them that you can contribute to the company's goals.

*As a member of one of the fastest growing publishing houses in the world, do you have an opening in your acquisitions department for a recent college graduate with a major in English and publishing and editing experience?*

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For example you can say as the member of the fastest growing publishing houses in the world do you have an opening for a first graduate in communications or in computers or a graduate with honors of major in English; for the post of a sub editor. Now this also can be now you will find that in the very first paragraph you are going to clarify to them that you possess these skills in the remaining paragraphs as I said you must confine your covering letter to 3 paragraphs.

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**Body Paragraphs**

- ✓ Highlight your strongest qualifications for the position for which you are applying.
- ✓ Demonstrate how these will benefit the employer.
- ✓ Refer employers to your enclosed resume.

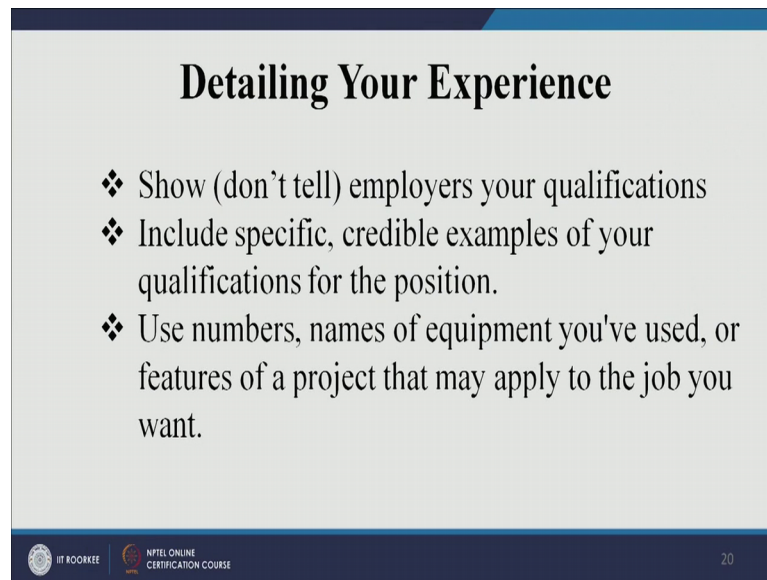
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So, the second paragraph which will formulate the body of the paragraph you are going to strengthen you are going to support your candidature by talking about the position you are applying you should also mention if you have a little bit of experience you can also support you have an experience in that area of 2 for 2 years what. So, ever and it is better to refer employers to your enclosed resume, I mean there has to be a sort of connectivity between what you are saying in the resume because this covering letter is a sort of inducement for the employers.

So, that they may go through your resume that is why I have been telling time and again do not write everything in the covering letter, but please connect it to your resume. So, that he fails he is tempted to go through your resume now when you detail your experience.



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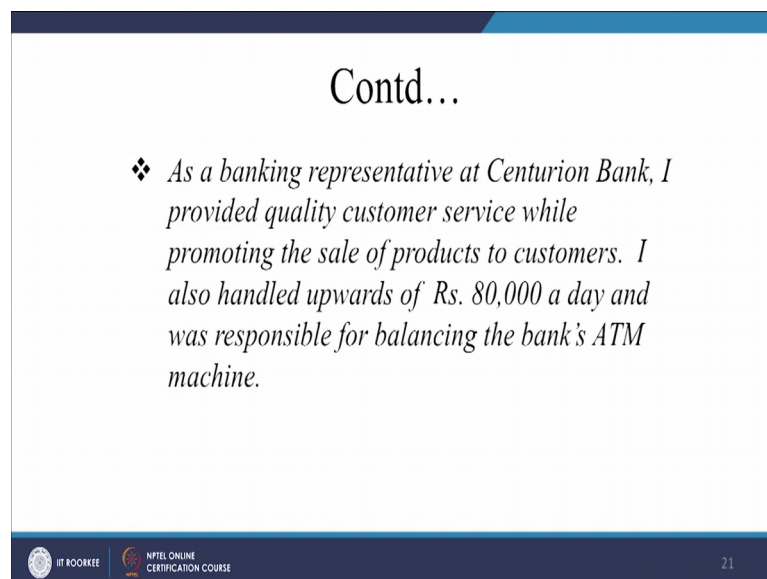
## Detailing Your Experience

- ❖ Show (don't tell) employers your qualifications
- ❖ Include specific, credible examples of your qualifications for the position.
- ❖ Use numbers, names of equipment you've used, or features of a project that may apply to the job you want.

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Do not tell employers your qualifications, but. So, by; so, I mean you have to give some example how you can say if you have some experience you can say have as a customer representative or have as a banking representative you could help in doing what so ever.

(Refer Slide Time: 27:05)



## Contd...

- ❖ *As a banking representative at Centurion Bank, I provided quality customer service while promoting the sale of products to customers. I also handled upwards of Rs. 80,000 a day and was responsible for balancing the bank's ATM machine.*

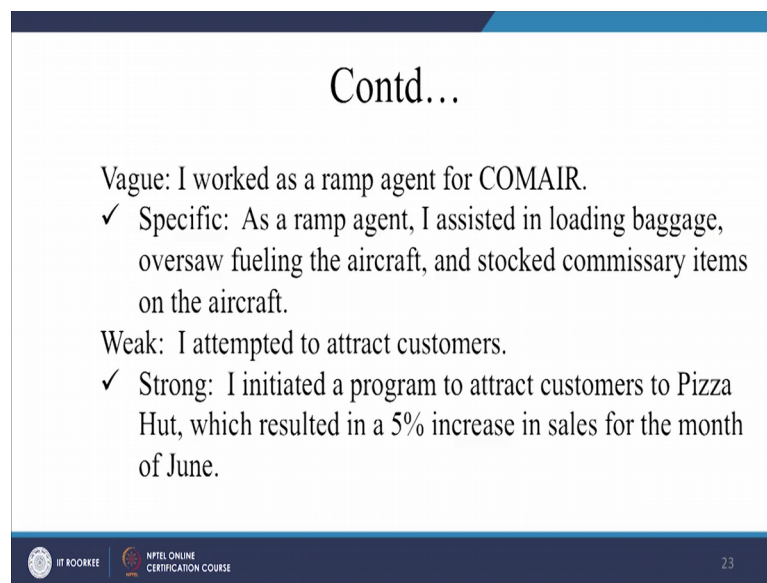
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For example, here you can have a look as a banking representative at such and such bank; I provided quality service while promoting the sale of product to customers I also handle upwards of rupees such and such a day. So, here you have to and; but that should have a spec of truth now that should have a grain of truth for responsible and I was

responsible for balancing the banks, ATM machine. Now through this you are justifying your claims for the position you have applied and then comes the use of language as I have been saying you should use language in a very active manner whether you are describing your experience your activities, if you are talking about something that you did in the past please make use of past tense and if you are doing some responsibilities some accomplishments presently use it in the present at times it has been seen that there is no proper balance between the past and the present and of course, if there is no balance between past and present future will be gloomed.

So, my dear friends you are actually to mention you have to see that you are balancing your past and present in order to have a delightful and a beautiful future be specific while making or while describing list amounts or figures whatever is applicable in your organizations and then when you are using language do not give a sort of generalize the statement.

(Refer Slide Time: 28:48)



The slide is titled "Contd..." and contains two examples of job descriptions. The first example is labeled "Vague" and states "I worked as a ramp agent for COMAIR." Below it is a checkmark followed by "Specific: As a ramp agent, I assisted in loading baggage, oversaw fueling the aircraft, and stocked commissary items on the aircraft." The second example is labeled "Weak" and states "I attempted to attract customers." Below it is a checkmark followed by "Strong: I initiated a program to attract customers to Pizza Hut, which resulted in a 5% increase in sales for the month of June." The slide footer includes the IIT Roorkee logo, the text "NPTEL ONLINE CERTIFICATION COURSE", and the number "23".

For example, I attempted to track customers is a very weak one you could rather say, I initiated a program to attract customers to pizza hut which resulted in a 10 percent increase. Now by going in this way, you are making your claims more specific you are doing it better, it is always advisable to make use of strong words action words than weak phrases weak words as tried helped and attempted.

(Refer Slide Time: 29:18)

**Avoid**

- ❖ Using weak verbs such as endeavored, tried, hoped, and attempted.
- ❖ Using gender biased language such as chairman and manpower.
- ❖ Being vague in your descriptions.
- ❖ Vague: I worked as a ramp agent at Comair.
- ❖ Weak: I attempted to attract customers

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Please see that you are not going to use gender biased language, it is always better to use language such as chair person instead of chairman, fine. So, you have to be free from the technical (Refer Time: 29:38) as well in certain cases. A language that is considered to be better is free from the technical (Refer Time: 29:45) redundant expressions as we have discussed while talking about reports style and when you have done all this please organize your letter.

(Refer Slide Time: 30:00)

**Organizing Your Letter**

- In general, cover letters should be no longer than one typed page.
- Organize your body paragraphs to emphasize your strongest and most relevant qualifications. Only include the two or three strongest qualifications from your resume.
- Make it easy for readers to scan your letter by beginning each paragraph with a topic sentence

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And it is; always better to ensure that you have double checked. So, that there are no

errors organize the body paragraphs and to emphasis upon the strongest and the relevant qualifications and then include 1 or 2 strongest qualifications, but see to it that your covering letter is no longer than one page make it easy to easy to read specially by the employers because nowadays as I said earlier they believe in a resume that can be scanned they believe in a letter that can be scanned. So, allow it to be scannable by beginning each paragraph with a topic, sentence and when you conclude. So, the concluding lines have to be very emphatic and in the concluding line you are actually creating an opportunity for example, you can always say; I would welcome the opportunity to discuss these and other qualifications with you.

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**Concluding Your Letter**

- I would welcome the opportunity to discuss these and other qualifications with you.
- If you are interested, please contact me at (917) 555-0118 any morning before 11:00 a.m., or feel free to leave a message.
- Conclude by asking for a personal interview.
- Be flexible regarding a date and time for the interview.
- Be specific about how the interviewer should contact you.
- Include a thank you.

IIT ROORKEE NPTEL ONLINE CERTIFICATION COURSE 26

Now, here you are yourself attempting or initiating to create an opportunity for you moreover you can also say if you are interested please contact me on this number, but this number should adjust this number should respond and conclude by asking for a personal interview and be specific about the interviewer if he or she contacts you and it is always better to end your note; letter, covering letter on a thank you note, as we have done in the case of business letters and mail your letter along with your resume and please select a proper envelop that is also important.

In case, they are not asking it through mails and now for that you have to depend upon the instructions available and when you have done that now is the time that you should get ready for an interview call, but before that before you are going to give the final

touch, it is better to check while applying for a job position. So, there were certain key points which you should remember such as while writing the letter, apply to company values. For example, in your organization, fine, elaborate on the information in your resume.

Let your letter be proof read carefully for any type of graphical or grammatical errors when you have done that; now is the time that you came to draft an effective resume. Now here you can see is an example of a resume which has been drafted by a student which actually trying for a job especially one resume that is for an entry level; for experience level people, these may be different because their resume will be longer. Now here you can see a sample of a resume where this Nischay Buddiraja that is actually the name of the boy who has written this resume, drafted this resume and now here you see the objective that he has given position in sales or marketing with opportunity for advancement and travel meaning thereby; he is giving them the clue that he can travel also; he is not confined to the office job.

So, naturally he becomes; he provides some room to the recruiters and then he is talking about the a he is mentioning he is academic profile, you fill find in all these the use of action verbs and then the use of past tense scored 100 percentile completed BTech obtained secured. Now these are the terms which ensure that he has taken extra care to draft this resume and then comes the achievement where even though he is an entry level a job.

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**A sample Résumé**

**Nishchay Budhiraja**  
G-25, Ravindra Bhawan,  
Indian Institute of Technology Roorkee, Roorkee  
Contact: Phone No.: 191 9897473837  
E-mail: [nishchay\\_budhiraja\\_iitr@gmail.com](mailto:nishchay_budhiraja_iitr@gmail.com)

**Objective** : Position in sales or marketing with opportunity for advancement and travel

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**Academic Profile**

- Scored 100 percentile score in the CAT (Common Admission Test) 2016
- Completed B. Tech. Electronics & Communication Engineering from IIT Roorkee, 2016.
- Obtained 98.65% marks in Senior Secondary Exam (CBSE-New Delhi) in 2012
- Secured 94 % marks of Higher Secondary Exam (CBSE-New Delhi) in 2010

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**Achievements**

1. Presented a paper on the topic, “AADHAR Card Data Security” at IIT-Delhi, received the first prize in paper presentation. Résumé contd...

IIT ROORKEE | NITEL ONLINE CERTIFICATION COURSE | 29

Seeker he had to his credit the opportunity of presenting a paper in some conference. So, he is mentioning that presented a paper on the topic Aadhar card; data security at IIT, Delhi and received the first prize. Now here a is one more thing that can make him stand out from others and then he also talks about his initiative in submitting a project on electro valt in a poji; a technical phrase beats Pilani. So, meaning there by a this gentlemen has all sorts of qualification which can help him stand out from others of course, others may also have, but then you are going to attract or to create an opportunity for yourself in the mind of the recruiters and then he also talks about the extracurricular activities. Here he has not mentioned any referees because as per the format there was no scope, but then if it could have been there he could have written references on asked or to be provided up.

If asked and then he gives the personnel details where he mentions the exact date of birth, his name of father and all and the languages that he knows and then nationality and then also talks about the hobbies. I hope with this sample resume in mind, you will be able to prepare some more resume, also from the point of view of employers not only for getting a job at the entry level, but also for those who are in jobs and the one to exile or they want to improve their conditions by applying to a better position and for any position.

I hope with these things in mind and with the resume ready with you; you are going to



send it. Now the time has come to wait for the interview and when the interview call comes; how will you respond to; we will be discussing in the next lecture, how to face interviews and how to be successful. Till then please wait for the call.

Thank you very much. Have a nice day.