



Technical Résumés (CIS STUDENTS)

Guidelines and Example

- Technical résumés may be one or two pages long. Employers want to see details about what you learned and how you applied the skills. They also want information about your work history, even if it was in a non-technical field.
- Objective statements are optional. They can help the employer determine which type of technical position(s) you seek. For the same reason, an objective statement can limit you. If you use an objective, keep it simple and straightforward. Example: *Objective: Help Desk Position* or *Objective: Entry-level Network Technician or Help Desk Position*
- Technical résumés always contain a section listing IT skills. For current students and recent graduates, it works well to place this section first.
- If you've done an internship, include it on the résumé, either in its own "Technical Internship" section or under your work history. Provide a detailed explanation of what you did. Your internship, even if unpaid, constitutes work experience.
- Include seven to ten years of your work history, even if it is unrelated. If you currently work in a technical field, put your work history near the beginning of the résumé. Otherwise, place it at the end after education and class projects. Emphasize skills that will transfer into your new position (i.e. communication skills, customer service, teamwork experience, writing, leadership).
- In the education section, describe your class projects. Use verbs to start each phrase, and give enough detail so the potential employer can picture what you accomplished. Since teamwork is an important part of today's workplace, show teamwork experience gained through class projects.
- Examples of class projects: *Member of a Systems Analysis team that worked with a representative from the Maple Valley Clinic to outline system requirements for building a custom database.* Or you can say, *As part of a three-person team...or Served as team leader for....*

- Show all of your technical experience, including such things as building or repairing computers for friends/relatives or creating Websites for friends or non-profit organizations. Unless you already have IT experience, it's essential to demonstrate your skills through class projects and volunteer work.
- Ask yourself, *How can I prove that I do good work? What evidence can I provide on my résumé?* An example from a class might be: *Received 4.0 in Visual Basic; coded final project in team atmosphere (60 hours a week for two weeks); one of three students excused from taking the final due to extremely high point total.*
- You can also demonstrate strengths by creating a "Testimonials" section at the end of the résumé and quoting one or two comments from instructors or past supervisors. Example: *Sally has a knack for working with databases. She asks the right questions to get the information needed and then works hard to bring about results.*

John Jasper, Internship Supervisor

SKILLS SECTION (Example)

TECHNICAL SKILLS

Networking: Certified in RJ-45, Category 5 installation; designed and set-up cost database for LAN (2 segments of 25 & 29 workstations); familiar with hubs, routers, bridges, servers, punch-down blocks, switches, patch panels, topologies, and all cabling.

Programming: Perl, SQL

Hardware: Build PCs from parts; install peripherals and devices; familiar with oscilloscope, function generator, multimeter, and ammeter; Certified in Plated Through Hole and Surface Mount soldering; skilled at Logic Gates and IC technology; familiar with CMOS and Device Manager.

O/S & Software: Windows 95/98/2000/XP; MS-DOS; Office 97, 2000,2003.

CONNIE A. TECHWIZARD

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SKILLS SUMMARY

(List your technical skills in this or another format.
Divide the skills into categories for easier reading.)

Database/Languages

Oracle Administration
OCP Certification
Perl
SQL
PHP
Database Theory
and Design
Cold Fusion
Access 2003

Software/OS

DOS
Windows 95/98/2000/XP
Office 2003
Web Development
HTML, XHTML, CSS
VBScript, VB.NET
JavaScript
Visio
Dream Weaver/Home Site
Web Development

Networking/Hardware

CCNA Certification
CISCO Networking
LAN Administration
LINUX
Troubleshooting
Hardware upgrades
Installation of Software
TCP/IP
IIS
CISCO IOS

TECHNICAL EXPERIENCE

(Include any technical experience you have in this section, including volunteer work, internship, or helping family and friends with their computers)

Computer Lab Assistant, Academic Computer Services Edmonds Community College

2003-date

- Provided hardware/software support for 125 computers and workstations
- Installed and networked computers in classrooms (30+ computers)
- Provided technical support for students using Access, Excel, Word, VB
- Tested software

Additional Technical Experience

(Add any volunteer work with a technical focus or helping family and friends.)

- Built, repaired and maintained multiple computer systems for friends and family.
- Designed, implemented and maintained a home network consisting of multiple desk PC's and wireless devices.

EDUCATION

(Include your significant class projects in the bulleted section below)

Associate of Technical Arts, Computer Information Systems, GPA 3.8 2004 Edmonds Community College, Lynnwood, WA

- Working in teams, planned and executed several database systems and hardware requirements from the beginning to the SDLC to the final stages

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- Setup, configured, and maintained a networked environment containing five routers and switches
 - Team leader on the basic design of LAN – designed LAN for two campus buildings
 - Team member for a Help Desk Staff of five students – provided technical support for 40+ computers and users, simulating real-world operational problems
 - Designed, implemented and tested a database in Access 2002
 - Served on a six-person team that created a prototype database for the Point Defiance Zoo
 - VB.Net Projects: Developed on-line greeting card, Yahtzee game, various calculators
 - Designed website with 22 pages for an on-line PC Software Support class
 - Designed websites using CSS format for on-line business
 - Designed basic networks using Visio 2002

WORK HISTORY

(Include about 10 years of your work history in this section)

Teller/Customer Service Representative
Bank of America, Seattle, WA

1998-2002

- Greeted customer and took care of financial transactions
- Sold financial services to customers
- Balanced cash and transactions daily
- Handled upset and angry customers with patience and poise

Reservations Agent
Alaska Airlines, Seattle, WA

1994-1998

- As part of a customer services team, responded to incoming phone requests for airline reservations
- Responded to customer requests for information
- Resolved customer problems tactfully
- Handled large volume to incoming calls (more than 30 per hour)