RESUMÉ AND COVER LETTER WRITING WORKSHOP

Sample Resumé: Bachelor of Social Work

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OBJECTIVE

A BSW placement where I can demonstrate my experience providing client-centred care using active listening skills and proven ability to work collaboratively in a team while developing my skills in social work.

EDUCATION

Bachelor of Social Work   Expected April 2015
York University, Toronto

Relevant Courses

Foundations of Social Work Practice
- Developed skills and enhanced knowledge of social work approaches through analysis and exploration of various forms of social work practices and theories including anti-oppressive practice. Final Grade A

Sociology of Aging
- Through in class assignments, interviewed 5 seniors and improved active listening skills to determine their main concerns regarding services of interest. **Accurately documented interviews** and created a report which summarized recommendations on how to address their concerns.

RELEVANT EXPERIENCE

Distress Line Volunteer   May 2012 – September 2013
Distress Centres of Toronto-Scarborough location

- Provided emotional support to clients with various experience with marginalization, assault, mental health, bereavement and situational distress using exceptional communication skills
- **Empathized with clients and applied active listening skills** including reflecting and clarifying to ensure clients felt comfortable and encouraged to continue the conversation
- Showed unbiased perspective by maintaining the same approach with each caller, regardless of race, sexual orientation, age or beliefs
- Encouraged the conversation by asking open ended questions which enabled me to learn about the individual's needs and determine additional resources for referral
- Demonstrated **ability to receive positive and constructive feedback** from supervisors to improve my skills and continuously provide quality service
- Exhibited commitment and reliability by maintaining excellent attendance including a monthly 7 hour overnight shift while taking a full course load in university

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Peer Volunteer Educator (volunteer)   Summers 2010 – 2013
Women's Programming, Women's College Hospital, Bay Centre for Birth Control, Toronto

- **Co-facilitated group sessions** of up to 10 attendees and assisted in the development of an awareness program to promote and educate young adults on inclusivity and safe sex practices
- Tactfully and calmly addressed anxious clients and fostered a comfortable, open environment for the client to feel safe to share their concerns
- Participated in a comprehensive training course which increased knowledge of sexual and reproductive health to provide clients with advice and appropriate community resources
- Easily developed rapport with clients and **listened attentively** while accurately answering questions and providing information on sexual and reproductive health directly to clients

ADDITIONAL EXPERIENCE

Cashier/Customer Service Representative   June 2009 – August 2011
Cinnabon, Toronto, ON

- Showed flexibility by quickly mastering the 3 key roles of Roller, Mixer and Cashier within 2 months which enabled store manager to easily cover team absences
- Trained new team members on customer service skills including greeting guests and troubleshooting potential customer service issues
- Earned the title of "Speedy Gonzales" for having one of the highest record of rolled cinnabons in one hour and for my reputation of having the fastest cash line served during rush hour
- Displayed aptitude for repairing technical issues with the cash registers and debit/credit card machines; was often called on to troubleshoot in the absence of a manager

SPECIFIC SKILLS

Computer

- Proficient in Microsoft Windows and MS Word, Excel and PowerPoint
- Working knowledge of Lotus 1-2-3 and SPSS (statistical program)
- Typing speed of 50 words per minute

Languages

- Fluent in verbal and written English and Japanese; basic oral French

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