

## 特殊情況

本章討論在撰寫履歷時可能潛在的一些困難,目的在於給你提供如何去處理這些特殊情況的想法、建議和意見。

### 改變職業人士

僱主們都承認自己比較挑剔和較喜歡那些與自己有同一行業的經驗和專長的,或與自己相類似的公司裡有工作經驗的申請人。要進入一個全新的職業或行業不是沒有可能的,只需要有計劃、探索和堅持不懈便可。

首先,你需要確定可轉用於新行業、領域、或公司的技能。然後,你必須確定在這新行業中需要你這種技能、資歷和成就的特定僱主。如你居住在對你的特定技能有需求的地區,即使你以前沒有在類似公司的工作經驗,僱主們對於找你面試也不會太猶豫。

一旦確定了特定的僱主,你必須對這間公司作調查,以了解他們聘用員工的類型、工作環境的特性、公司的財務狀況,以及公司文化方面的一般情況。比較這些信息與你以前的工作經驗的相似程度,你可將其編入你的就業史和工作成就聲明中。

如你想知道更多對公司進行研究的資料,請參加關NETWORKING講座或如你了解更多資料有關如何選擇一個新的職業,請報名參加CARREER EXPLORATION講座。很多就業中心正舉辦這些或其他專題講座。

建議改變行業者應採用倒序年份式履歷。當你所申請的職位需要的技能跟你具有的不同,或者基本是同樣的技能但重點有所不同時,這格式是很有用的。倒序年份式履歷是以資格聲明作開始,接下來是教育程度部份,最後以就業史作結束。這種格式可讓你在資格聲明中推介你的可轉用技能。

### 在新行業中 解尋找工作

在新行業中找尋工作並沒有完全改變專業那麼困難。通過研究、瞭信息和聯繫網,你可以為轉換行業打下一個堅固的基礎。僱主指出如你曷以下的職位,在不同的行業間改變比較容易:

經理	籌款人	行政助理
教育工作者	會計	信息系統管理人
市場推廣	推銷員	財務

基於你所擁有的技能類型,你可以從事一些以短期合約形式的工作來累積這

新行業的經驗,這可以令你有機會去學習更多有關這新行業,同時間亦可創造一個聯繫網接觸。

假如你工作的行業正面對嚴重的倒退時期;有時,在另一行業發展可能給你更多的機會。

當你撰寫履歷和序函給你想要投身工作的新行業的僱主時,要集中在你以往所工作的職位上的技能,而可以輕易地轉到新職位上應用。首先你一定要分析原來的職位上的職責和所使用的技能(請參閱在第九頁的,“自我評估”),然後你才可以了解到這些同樣的技能,在你正要尋找的工作職位上都需要。

在某些情況下,你將需要透過訓練才可得到新的技能,無論是在工作上或訓練課程;在轉換行業中,你可能需要結合使用你已擁有和帶到新職位上的舊技能和你將要學習的新技能。

在找尋新行業時,要留意他們所需要的技能和其中自己所擁有的,將焦點放在這共同點上,並謹記在你的履歷表和序函中強調。如你能夠表達出僱主需要你時,因此你的履歷便會寫得更好和有很大的機會得到面試。盡可能,在履歷的成就聲明中強調你過往的技能和經驗,而這些都與新行業/職位有關連。在你所尋找的工作和你過往的經驗之間作出聯貫。表達你之前工作的情况但要符合你尋求的職業所需的技能(舉例在第26和27頁)。

到現時還沒有一個很簡單的方法去解決在履歷上的就業空檔期。僱主對於怎樣處理就業空檔上還沒有一致的意見。統計顯示很多成年人,由他們自己到他們的至親或朋友都有失業的經驗。因此,部份僱主都會明白由於找尋工作所引致的就業空檔期,和傾向接受這類的就業空檔期。

#### 就業空檔期

當僱主在履歷中發現有空檔期時,很自然便會細察履歷表和開始懷疑,他們不認同這是最好的方法去處理就業空檔期,但他們也不能提供能成功處理就業空檔期的履歷例子。

大多數的僱主都期望在序函中看到就業空檔期的解釋。有些建議求職者在履歷表中用一至兩句說話去解釋。但無論如何,很少僱主收過有提供這些資料的履歷。僱主批評很多求職者無論在履歷或序函中都沒有提及就業空檔期。

## 跳槽

僱主曾表示如果你的技能是有需求和/或你有良好的聯繫網接觸的話,這樣就業空檔期就變得不太重要了。並且,僱主也會觀察你的就業空檔期的長短和次數。你的就業空檔期越長和越多,對你的益處就越少。僱主趨向對於婦女們的就業空檔期較少產生懷疑,因為他們假設這些都是因為要照顧子女的目的。

要常常記著你的目的是要得到面試。僱主通常答允面試是建基於對你的技能和資格的接納,和你能為他們的公司和機構做些甚麼;因此,你希望僱主會將焦點放在你的技能和成就上。在面試時,你要準備用正面的角度來解釋你的就業空檔期。

有些專業是容許有很多僱主或短期的工作,臨時工和建築業就是兩個好例子。在多數情況下,在很短的時間內有很多份的工作是會損害你去尋找新的工作。這對僱主是一個很嚴重問題,因為訓練你的成本和之後要找人代替你。如你只在一間公司工作很短的時間,僱主可能會將你定型為經常跳槽的人。

如果你有特別原因可以去解釋為何你有很多不同的工作,請在你的序函中提出。其中例子是“熱門和冷門”行業如:政治或建築,再者如果你曾經因工作短缺而被裁減,這就是你轉幾份不同工作的原因,謹記在你的序函中提出來。

強調為什麼你要承諾在這申請的職位作為長期的工作。並強調你所運用到普遍技能,而是該公司正在尋找的;同時,也要強調你的前僱主喜歡你的地方。

使用綜合式或職務式履歷。如你在一年內擁有超過一份工作,盡可能,只將與現時所申請的職位有關的工作列出;如幾份工的性質相似的話,在工作歷史中以同一段時間作出總結,這只可以用在一些合約性的工作,或是為短期工作代理而工作(舉例在第27頁)。

## 年長的工作者

最近,成熟的工人發覺比較困難投入或再加入勞工市場。一些僱主傾向聘請大學畢業生和加以訓練,而不願意去聘請一位曾經受過訓練的工人。這可能是為了在經驗和專業知識上節省薪金。成熟的工人一定要集中在自己怎樣可以令公司得益;你如何能為公司節省金錢?時間?資源?

在尋找工作最關鍵的因素是不要失去勇氣!不屈不撓!要常常謹記,如你感受到那僱主因你的年齡而對你產生歧視的話,你會否還願意替這個人工作嗎?

### 大學畢業生

對於年長的工作者來說聯繫網應該是最首要的。一定要花許多時間和精力去發展和跟進聯繫網的接觸。不要在你的履歷和序函中提及你的年齡。另外,如你覺得中學和大學畢業的年份將能使人一看便可推算出你的年齡,那就把它略去。不過,絕不要把就業日期除掉,因為這樣會引起僱主的懷疑。

〔請參閱第28頁的範例〕

大學畢業生開始被大公司所招聘,履歷是獲得第一次面試的工具。大學畢業生一定要按想得到的工作來寫自己的履歷。凡你曾使用的硬和/或軟技能的經驗,而是你現在所申請的職位所需,都應該寫進履歷當中。〔請參閱第28頁的範例〕

### 暑期/兼職/青少年工

要是你是重新投入勞工市場或剛剛從大學畢業,你可能有做暑期工或兼職,這是有提供的工作經驗而跟你所想要的工作有關。這是很重要的去透過成就聲明說明你所有的技能、能力和資格去擔任這職位。如果你做兼職超過兩年,將這些工作按時間順序列出。用序函說明兼職的情況,或在履歷中的僱主名字後用括號標明這是“兼職”。

就業史很短或沒有就業史的年輕人,應該回顧他們的工作經驗並強調兼職、義務工作和課外活動,如學會、體育運動和曾當選的職位等。強調你的成就和能說明積極和推動性的態度的之重要地方或活動等,因為這些對僱主是很重要的。僱主要尋找的是靈活、適應力強的人。要表現出你有解決問題的能力、對局面思考透徹、完成任務,而且是順應環境的去解決問題。強調你能自我律和只需最低限度的督導。大多數要傳達給僱主知道的訊息是,你是可靠、可信任和有良好的基本工作習慣〔請參閱第29頁的範例〕。

### 軍事經驗

關於軍事經驗,全國企業僱傭週刊〔National Business Employment Weekly (NBEW)〕指出,對於退伍軍人撰寫履歷時,最常見的困難是怎樣把他們的軍事經驗轉變為一般市民的勞工市場上所要求的工作技能。對於退伍軍人要他們去找出經驗能例證他們的特殊技能可能有點困難,因為很多退伍軍人有各種不同的軍事背景。要為你所申請的職位的需要去選擇和配合技能、修正技能和資格是很重要的〔請看第29頁的範例〕。如你是退伍軍人,請謹記於就業中心內要求退伍軍人專家協助。

僱主不會預料當你要照顧家庭而有的失業。故最有利於你的是去確定你曾參與的其他活動類型和你能提供的技能種類、資格和成就。想想僱主和職位,然後你的技能與僱主的需要上作出連接。這是十分重要的把僱主集中於你將會如何為機構作出特殊的貢獻,強調你的技能是直接與你的工作資格有關連。

#### 家庭工作

當你有很少的全職工作經驗,或長期失業;便應特別強調兼職和義務工作。再者,你曾參加的訓練課程或教育計劃也應該要特別強調〔請參閱第30頁的範例〕。

#### 拘押

很多人都關心怎樣回答這個問題“你曾否觸犯任何嚴重罪行?”,很多曾犯案者所選擇之答案是“是,在面試時將會討論”;這方法可給你一個機會與你的僱主會談時親自作出誠實和即時的回應,因此你可以解釋你的處境和解答僱主可能有任何的擔心;不鼓勵不去回答這問題,因為這樣只會令僱主對你提高警覺和可能產生不必要的猜疑。

說謊更是絕不鼓勵的,因為一旦在某些地方被發現,僱主將會要求你即時離開。在履歷或申請表上說謊,也會立即被駁回。

如你最近被拘押,並且在這段期間作繼續進修和/或提高自己的技能,最緊記將這些資料記載在你的履歷中〔請參閱第30頁的範例〕。

#### 挑戰體力

要經常記著履歷的目的是取得面試。你的殘障並不重要;你一定要強調的是你如何將工作做到最好和為公司作出貢獻。你的履歷要強調和集中你最積極的技能、經驗、責任程度和成就上。你是否因身體殘障以致有就業空檔期,請參閱這指引的第22頁之就業空檔期部份。緊記:僱主答應約你面試是基於申請人表示出最適合的資格。這是你的工作去幫助僱主集中在你的技能、能力和成就。在面試時,好好準備去商討你的殘障,如這是與他所申請的職位有關。但一定要用積極的態度來商討。(不建議使用特殊的生理要求的履歷,故此,沒有例子可提供。)

#### 自僱

用順序年份式來列出你當顧問的工作。僱主也很喜歡回應有顧問和合約經驗的人士,但謹記在序函中表現你對工作的熱心和承諾,和只強調那些與僱主所需要有關的工作。

如之前所提及,跟著以下的6頁包含了一些特殊情況履歷的範例。

# 職業轉變:履歷表的範例

**REV. ROBIN A. JUNIPER**

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Bourne, MA 02017

(508) 759-1234 (Home)  
(508) 946-0222 (Work)

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**JOB TARGET:**      **SUBSTANCE ABUSE COUNSELOR**

**SUMMARY:**        More than 15 years of pastoral experience during which a number of healing methods were employed to enable people to respond to their problems "growfully" and to develop good coping skills, support structures and character.

**CAPABILITIES:**    \* Develop supportive therapeutic relationships with varied client populations.  
\* Provide empathetic, supportive counsel to individuals in crisis.  
\* Plan, organize and deliver effective group presentations in the field of substance abuse.  
\* Establish and maintain harmonious working relationships with others.  
\* Prepare general reports and maintain accurate records.

**ACHIEVEMENTS:**   \* Counseled and supported families and individuals in crisis while serving a church of over 100 members.  
\* Developed and presented basic substance abuse and relapse prevention in classes at a 40 bed detoxification facility.  
\* Provided crisis intervention and counseling in a substance abuse setting.  
\* Created a resource file for referral of substance abuse clients to inpatient treatment programs.  
\* Initiated and established a church wide system of small support groups based on AA principles.  
\* Served as a volunteer leader and area coordinator for Homecoming Groups (Adult Children of Dysfunctional Homes) in Southeastern Massachusetts.  
\* Utilized conflict resolution skills to compile an outstanding record of customer satisfaction in sales.

**EXPERIENCE:**      Catholic Charities Detoxification Center, Lakeville, MA Substance Abuse Counselor  
  
Quirk Ford Inc., Quincy, MA Sales Manager  
  
Plymouth Baptist Church, Plymouth, MA Pastor  
  
Shawmut Avenue Baptist Church, Brockton, MA Pastor

**EDUCATION:**      Masters of Divinity in Pastoral Ministry, 1984  
Gordon-Conwell Seminary, Hamilton, MA  
  
B.A. Philosophy, 1971, Gordon College, W  
  
Additional course work towards certification  
"Drugs and Addictions" and "Group Sub  
Stonehill College, Easton, MA (Present  
"Abnormal Psychology", Massasoit Col  
(Completed 1992)

# 轉換行業:履歷表的範例

**LEONARD B. JAMES**  
61 Oregon Road  
Marblehead, MA 01400  
(617) 639-7776

**PROFESSIONAL BACKGROUND**

Plant Manager  
Semline, Inc., Reading, MA 1998 - present

Developed and controlled a \$5 million plant P&I; reduced maintenance and building budgets by 40%.

Managed a plant workforce of 80 union workers and support staff of 9; represented company on union matters, evaluated grievances, and negotiated the first 5 year union contract.

Initiated and supervised the conversion of the HVAC system from oil to gas, which reduced energy cost by 30%.

Instituted an equipment rebuild program, which increased productive daily utilization of equipment to 87 - 92% per day.

Manufacturing Manager 1993 - 1998  
Pixley-Richards, Inc., Malden, MA

Managed all secondary operations on three shifts; guaranteed quality and delivery of products to shipping department within a \$2.5 million controllable budget.

Directed an innovative outside subcontract program called "Homework" with an active work force of 45-55; instituted an in-house "supportive employment" program.

**EDUCATION**

B.S.B.A, Finance, 1990  
Nichols College, Dudley, MA

Additional courses and workshops in Leadership, Time Management and Statistical Process Control.

# 轉換行業:履歷表的範例

WILLIAM N. SCHNEIDER 83 Mountain Street, Wards Hill, MA 01830 (508) 792-9999

## PROFESSIONAL EXPERIENCE

**Shawmut Arlington Trust Company**, Methuen, Massachusetts

*Senior Technical Writer, 1998 - 2000*

Managed the conceptual and editorial development of software manuals. Assured that high quality standards for writing and design were met. Supervised clerical duties of assistants.

*Technical Writer, 1992 - 1998*

Conducted research to assess technical expertise of product users and focused manual format and content accordingly. Worked with software developers and programmers to test and document products, and translate technical data and product specifications into readable copy for manuals used by over 100 municipalities.

**Honeywell Information Systems**, Waltham, Massachusetts

*Writer, 1991 - 1992*

Interviewed upper level management and wrote about upcoming produce releases, new site installations corporate meetings, and commendable employee achievements for the *Customer Service's Division Profile*, a tabloid distributed to 4,000 employees nationwide.

*Freelance Writer/Photographer 1987 - 1991*

Specialized in features for the living, Lifestyle, Family, and Sports pages of the *Patriot Ledger*, *Mirror Publications*, *Memorial Press*, *Beacon Publishing*, *Folio Journal*.

Conducted interviews and wrote profiles of individuals' experiences and achievements that catapulted them beyond the ordinary. Wrote with sensitivity and responsibility by presenting only the facts. High lighted organizations dedicated to issues of social concern.

**The Kingston Voice**, Kingston, Massachusetts

*Production Assistant, 1986 - 1987*

Involved in all aspects of production of small town week wrote headlines, printed photographs, sold ads, wrote an board meetings and met overnight deadlines.

## EDUCATION

**Boston University College of Communications**, Boston, MA  
Master of Science, Communication, 1993

**Lewis and Clark College**, Portland, Oregon  
Bachelor of Science, English, 1985

# 轉換工作:履歷表的範例

ALYCE B. STRONG

57 Redington Street  
Springfield, Massachusetts 01120  
(413) 987-6543

## EMPLOYMENT:

**Metro Media Paging** Springfield, MA  
**MAJOR ACCOUNT EXECUTIVE** 1998 to present

Oversee four service representatives in the establishment and maintenance of major accounts in the financial industry for the nation's number one provider of personal communications products and services. During corporate merger, totally reorganized accounts to achieve pricing parity and planned sales strategies.

Successfully negotiate/renew long-term contracts within a highly competitive market. Utilize a benefit-oriented, cost-justification focused sales approach to market value-added products. Key accounts include Shawmut, Bank of New England, Bay Bank, Aetna, John Hancock, and Flatley.

**Omni Communications** Hartford, CT  
**ACCOUNT EXECUTIVE** 1997 - 1998

Established and serviced mid-size accounts throughout the northern part of the State for this leading east coast provider of personal communications products and services. Prepared and delivered individual and small group sales presentations to company Presidents, Office Managers, and Purchasing Directors. Consistently met or exceeded monthly quota. Within first year, ranked 5th of 18 Account Executives including seasoned sales staff.

**Bayside Inn** Swampscott, MA  
**FUNCTIONS MANAGER** 1995 - 1997

Coordinated all details of private functions for individual/corporate clients. Supervised staff, ordered supplies, set up physical layout of function room, coordinated menus, and functioned as on-site liaison.

**American International Group** Boston, MA  
**COMMERCIAL PROPERTY UNDERWRITER** 1988 - 1995

Sold and administered \$1.5M worth of insurance accounts. Performed direct service to clients; development, analysis, and renewal of accounts; and marketing of new products. Spearheaded award-winning marketing campaign generating \$860K in premium sales, 215% above projected sales. Provided training/troubleshooting to junior underwriters company-wide.

## EDUCATION:

**SALES SEMINARS**  
**Motorola** 1991  
**Tom Hopkins** 1990

**NORTHERN ESSEX COMMUNITY COLLEGE** Haverhill, MA  
Associate of Science in Liberal Arts

## 年長的工作者:履歷表的範例

<p><b>CAREER OBJECTIVE</b></p> <p>To obtain employment in any one of the following areas: plastic injection mold-making; progressive punch and die sets; jigs and fixtures; general machine shop work; and/or use troubleshooting skills in old tooling to increase production</p> <p><b>SPECIAL SKILLS/ABILITIES</b></p> <ul style="list-style-type: none"> <li>* Extensive experience with Bridgeport milling machine and lathes; EDM machines; and jig bores.</li> <li>* Direct supervision as a foreman in various machine shop functions.</li> <li>* Extensive background in repair and/or re-design of tools, jigs, and fixtures.</li> <li>* Excellent interpersonal skills which enable operating with small or large work groups.</li> </ul> <p><b>WORK EXPERIENCE</b></p> <p>Midstate Tool and Engineering, Medway, MA 1995 - 1999 <b>SENIOR MOLD MAKER</b> Reading and interpreting blueprints for mold maker; supervised two apprentices in this position.</p> <p>CMS, Pocasset, MA 1992 - 1995 <b>TOOL ROOM FOREMAN</b> Worked closely with engineering staff in the design and building of molds, jigs, and fixtures; supervised five apprentices in this position.</p> <p>H. L. Bouton, Buzzards Bay (Bourne), MA 1989 - 1992 <b>SENIOR MOLD MAKER</b> Had direct supervision of two journeymen mold makers in the manufacture of plastic injection molds, jigs, and fixtures.</p> <p>A. C. Tool Company, Lunenburg, MA 1984 - 1989 <b>SENIOR MOLD MAKER</b> Worked with Bridgeports and lathes in building plastic injection molds.</p> <p><b>EDUCATION</b></p> <p>Worcester Polytechnic Institute of Technology - Worcester, MA Associates of Arts degree in Mathematics and</p> <p>Neshoba Regional Vocational Technical High School Diploma Concentration in mathematics, machine shop</p> <p><b>REFERENCES</b></p> <p>Will be available upon request.</p>	<p><b>OBJECTIVE:</b></p> <p>To obtain a position in the television or film industry. Developing my profession by combining my educational background with additional practical experience.</p> <p><b>EDUCATION:</b></p> <p><b>University of Massachusetts, Amherst</b> Bachelor of Arts, May 1991 Area of concentration: Television and Video Production Communications G.P.A. 3.3/4.0</p> <p><b>RELEVANT COURSES:</b></p> <p><b>Communications classes including:</b> The Programming Process in Television, Advanced Television Production and Direction, Educational Television Workshop, Public Speaking, Modes of Film Communication, History and Development of Motion Pictures, and Electronic Journalism.</p> <p><b>CAREER-RELATED EXPERIENCE:</b></p> <p><b>1991-1996 Cramer Productions: Braintree, MA</b> <b>Duplication Assistant</b> Operational duties included running 1/2, 3/4 and 1 inch dubs. Packaging the product, dealing with clients by phone and in person, ordering tape stock and processing monthly billing. <b>Production Assistant</b> Assisted in the production of "Eagles Preview 91," a prime time sports show, produced by Cramer Productions and viewed on WCVB-TV, Boston (an ABC affiliate). Also assisted in commercial and corporate video productions. <b>Audio/Visual Rentals</b> Assisted with the set up and break down of audio/visual equipment for conventions and meetings.</p> <p><b>1989 Unicorn Video Productions: Braintree, MA</b> <b>Internship:</b> Responsible for working on all phases of video production, with emphasis on lighting and equipment set up for shoots. Assisted with the editing process, duplication, and packaging of the final product.</p> <p><b>OTHER EXPERIENCE:</b></p> <p><b>1991 Education Loan Services, Inc.: Braintree, MA</b> <b>Customer Service Representative</b> Contacted student loan borrowers via an automated dialing system, helped advise customers, and assisted in the servicing of guaranteed student loans. Awarded Employee of the Month.</p> <p><b>1990-1991 Pembroke-Hanover Elks Lodge: Hanover, MA</b> <b>Assistant Manager</b> Varied managerial duties including ordering liquor, keeping inventories, scheduling employees, compiling daily reports, and renting the hall for functions.</p> <p><b>ACTIVITIES:</b></p> <p>*Member of the University of Massachusetts Communications Club *Crew member of the TVN News show - seen locally on the Norwell (MA) Cable Community Channel.</p>
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## 大學畢業生:履歷表的範例



## 暑期/青少年工:履歷表的範例

**MEAGAN A. JOY**  
19 PIERCE LANE  
PAXTON, MA 01624  
(508) 999-1234

**EXPERIENCE**

**Shaws Supermarket, Worcester, MA**  
**CASHIER** 1997 to present  
Handled large sums of cash transactions with precision and accuracy. Demonstrated enthusiasm in work related projects.

**Holden Care Center, Holden, MA**  
**DIETARY AIDE** 1995 - 1997  
Effectively organized daily production of meals for over 100 residents and staff members. Maintained strict diet based on individual residents needs. Trained 3+ employees to conduct jobs properly and efficiently. Implemented holiday events for patients.

**Alba Nursing Home, West Boylston, MA**  
**NURSING ASSISTANT** 1995  
Assisted in care of patients. Motivated residents through personal relations. Coordinated nightly routines of patients. Performed the distribution and feeding of meals to residents. Evaluated patients well-being and progress for doctors and nurses through written reports and charts.

**Witch Dungeon Museum, Salem, MA**  
**ACTRESS** 1992 - 1995  
Performed re-enactment of Salem Witchcraft Trials. Lead guided tours providing important historical information. Streamlined history and entertainment with interest to generate excitement in hundreds of tourists' eyes. Maintained control of stage area and audience during tours.

**Star Market Corporation, Lynn, MA**  
**CASHIER**  
Attained approximately \$2,000 worth of sales. Demonstrated rare talent for working under pressure. Responsible for several customer service.

**EDUCATION**

**Paxton High School, Paxton, MA**  
Diploma 1992

## 軍事服役:履歷表的範例

**JOHN H. MILLER**  
534 South Russell Street, Boston, Massachusetts 02015 (617) 567-8910

**EXPERIENCE**

**MULTI-DISCIPLINE MANAGER, DEPARTMENT OF DEFENSE** - Experienced in contracting, logistics, and project management in the United States, Europe and Southeast Asia. (U.S. Army officer 1980 - 2000)

- Resolved complex problems and successfully managed manufacture, worldwide shipment, and logistical support of M60A2 tanks, a \$130 million weapons development and acquisition project.
- Planned and directed multi-year major construction project.
- Achieved significant cost and payroll savings while managing annual operating budgets exceeding \$35 million.
- Successfully managed facilities, industrial complexes, property and vehicle fleets valued at more than \$500 million.
- Award winning training manager. Developed and directed logistics management, maintenance management technical and tactical training courses for Armor branch leaders, technicians, and mechanics.
- Recognized doctrinal authority. Integrated logistics support expert and consultant. Author/editor of texts, manuals, articles, and reports.
- Certified contracting officer and senior logistician.
- Experienced collective bargaining negotiator.
- Top Secret security clearance.
- Distinguished Member of the Staff & Faculty, U.S. Armor School.

**EDUCATION**

- Graduate -- Resident Course, U.S. Army Command & General Staff College, 1990
- Master of Business Administration -- Babson College, 1988
- Bachelor of Business Administration -- Georgia State University, 1982

# 家庭主婦:履歷表的範例

**JANE Q. SAMPLE**  
214 Exchange Avenue  
Medway, MA 02035  
(508) 000-1111

**SKILLS AND ABILITIES**

**EMT** Trained EMT.  
Knowledge of patient surveys, assessing vital signs and addressing medical and trauma emergencies.  
Ability to perform splinting and bandaging of injuries.  
Certified in the use of oxygen equipment. Hold CPR certification.

**CLERICAL** Dealt directly with the customer base; responded to customers' concerns.  
Evaluated the situation and recommended a positive course of action.  
Earned extra revenue for the company by selling products over the telephone.  
Contacted previous customers to try to reinstate services.  
Totaled up orders and handled all money for service orders.  
Monitored and directed telephone calls.  
Typed manuscripts, documents, and charts.

**LANDSCAPING** Provided customer service.  
Performed landscaping tasks.  
Assisted in the layout and design of patterns to be followed.  
Possess knowledge of the tools of the profession.  
Operated and maintained tools and equipment.

**EMPLOYMENT HISTORY**

<b>Color It Green Landscaping, Inc.</b> <b>LANDSCAPER</b>	Hopkinton, MA 1998 to present
<b>Greenlawn Lawncare Service,</b> <b>CUSTOMER SERVICE REPRESENTATIVE/RECEPTIONIST</b>	Holliston, MA 1995 - 1998
<b>Cadillac Oldsmobile Center,</b> <b>RECEPTIONIST/CASHIER</b>	Ashland, MA 1990 - 1993

**EDUCATION**

Mass Bay Community College  
Certificate Emergency Medical Technician

Mills High School, Millis, MA  
Diploma

**CERTIFICATION** Commonwealth of Massachusetts EMT certification

**REFERENCES** Available upon Request

# 有案底人士:履歷表的範例

**OSCAR T. OVERBROOK**  
563A Cedar Street  
Walpole, MA 00000  
(508) 999-9999

**EXPERIENCE**

1977 - 1997

Collegen, Inc., Foxboro, MA  
**CARPENTER**  
Performed remodeling, built additions and decks, did sill work as well as siding, roofing, wood and metal framing, and sheetrock work. Also able to do inside finish, cabinets and vinyl replacement.

Hillside Social Club, Wrentham, MA  
**MAINTENANCE SUPERVISOR**  
Provided inside and outside maintenance, carpentry, plumbing, painting, wiring and custodial services. Installed alarms, windows, walls, bathrooms, floors, and gutters. Performed lawn care, snow plowing, and parking lot care.

Bill Smith General Contractor, Sharon, MA  
**CARPENTER/GENERAL LABORER**  
In a mall, performed custodial and general laborer duties. Also, did metal framing and sheetrock work.

Wekar Incorporation, Mansfield, MA  
**HANDYMAN**  
Maintained housing for the mentally ill. On call 24 hours a day. Provided daily general maintenance on the house and the grounds.

**EDUCATION**

Silver Lake Regional High School, Wrentham, MA  
Diploma  
Studied cabinet making and home construction

**STRENGTHS**

Able to work well both independently and with others.

## 自僱者:履歷表的範例

**MALCOLM R. LEWIS**

741 Lincoln Pond Road, Brookfield, MA 88888

(413) 888-8888

**COMMUNICATION:**

- \* Created and managed start-up business. Helped clients develop and maintain desired image. Designed and implemented solutions to clients' communication requirements leading to new and repeat business.
- \* Instructed personnel in procedures and responsibilities. Organized and motivated others to complete assignments and meet deadlines.
- \* Utilized communication skills (verbal, graphic and the written word) to expand understanding among various facets of society.

**PROMOTION:**

- \* Provided public relations services to Boston University, the fourth largest private university in the United States. Promotional efforts encompassed regional, national and international arenas.
- \* Represented diverse media conglomerate. Conducted frequent interface with legislative, community and business groups.
- \* Developed and directed public relations efforts for employer. Created enthusiasm for employer's programs and accomplishments throughout ten town region.

**PLANNING:**

- \* Coordinated printing schedule in Boston University's Public Relations. Introduced new equipment to streamline procedures; reduced turnabout time and costs. Won goodwill throughout university.
- \* Planned production schedules for diverse media conglomerate. Delegated staff assignments. Redesigned office procedures to increase inter-departmental efficiency and profits.
- \* Established effective communications with staff and clients. Analyzed technical and organizational problems; provided solutions to keep public informed of employer's programs.

**PROFESSIONAL  
BACKGROUND:**

1998 to present                      **Public Relations Coordinator, Nashoba Hospice, Worcester, MA**

1994 - 1998                              **Commerical Photographer/Media Consultant. Self Employed  
Brookfield, MA**

1992 - 1994                              **Photo Editor/Journalist, International Press Group, Springfield, MA**

1989 - 1992                              **Public Relations Agent, Boston University, Boston, MA**

**EDUCATION:**

**United World College, Livingston, NY**  
B.A. in Communication  
Additional courses at graduate level in communications, finance and international business.

## 幫助你改進履歷表的提示

### 最常見的十種書寫上的錯誤

在調查中由主要的僱主、職業輔導員和就業顧問公司所得的數據顯示出在過千的履歷中最普遍重複的十種錯誤。是以下的:

1. 太長
  - 理想的長度是一頁紙。
2. 混亂
  - 資料分散在紙中的各部分。
  - 很難瞭解。
3. 差劣的打字或編印
  - 困難閱讀。
  - 看來不專業。
4. 寫得太多
  - 過長的段落和句子。
  - 用很長的篇幅但所表達的很小。
5. 太疏散
  - 只提供了一些很簡單的基本日期和職位名稱。
6. 沒有決定的結果
  - 沒有顯示出申請人在該職位上的任何成就。
  - 太多陳腔濫調與特定的結果沒有關連。
7. 太多無用的資料
  - 身高、體重、性別、健康、婚姻狀況已經在今天的履歷中不需要。
8. 錯字、打字編排上的錯誤、差劣的文法
  - 履歷應要細心審閱然後才可編印和寄出。
9. 太誇張
  - 花俏的打印設計、釘裝和相片。
  - 珍奇的紙張原料只會轉移你明快的介紹。
10. 方向錯誤
  - 太多不是僱主所要求的履歷送到僱主那裡。
  - 有很多都與該機構只有少許或甚至表面上沒有關係。
  - 序函可以幫助避免以上的問題。

## 甚麼應在你的履歷中被刪除

部份這些項目已經在指南中的其他的部份所包含,但不能經常作出強調和/或重覆。這是我們的“刪除”表。

刪除 履歷頂部的日期和工作目標。這些應放在序函中。

刪除 “我”的代名詞。

刪除 履歷內容中所有的簡稱。

刪除 軍事或技術上的專有名詞,因讀者可能不會明白的。

刪除 種族、宗教和政治聯盟。

刪除 負面的、笨拙的去提及的事情,包括你的離職原因。

刪除 上工的日期〈留待你已獲得聘用後才表示。〉

刪除 以下種類煩多的項目:

年齡	種族	體重
性別	身高	健康狀況
婚姻狀況	子女數目	無關連的習慣
考試分數	體育興趣	教會派別
家庭背景	物業	社會安全卡號碼
駕駛執照	地區選擇	你的相片
上司的名字和職位	要求薪金	

### 僱主的評價

要真真正正地去評價你的履歷,便要花一點時間去明白僱主的看法。麻州的僱主當他們審閱你的工作經驗時,會期望以下的:

1. 有沒有足夠的年資和適當程度的經驗?
2. 有沒有在適當的行業有工作經驗?
3. 申請人有沒有失去任何重要關鍵的經驗?
4. 申請人是否有足夠深度和闊度的技術知識?
5. 申請人是否有足夠的監督、管理和領導才能?
6. 有沒有實質的成就記錄?
7. 這申請人與其他現時被考慮的申請人的比較如何?

如要清楚知道你的履歷是否有效的回答以上的問題,找一個朋友透過下列的練習來審閱它。

從僱主期望的角度去審閱。

是否可以用少於一分鐘時間內大略地審閱你的履歷而可以回答以上的問題?

總結聲明中是否適當給僱主用來考察你的履歷呢?

那些資料是否確實和無誤?

- 在履歷中的不正確資料,會在申請時給人發現。
- 當不正確的資料被發現時,你會立即被解僱。

履歷是否積極?

你的眼睛是否開始厭倦閱讀這履歷?

有沒有任何串字、打字或文法上的錯誤?

外觀與編排  
很多尋找工作的人花很多時間來擔心他們應寫甚麼,但用很少時間去留心他們履歷表的外觀

履歷最重要的原則是“履歷的長短永遠不會重要過在它的市場外觀。”舉例許多申請人將履歷表摺放入信紙大小的信封內,因為這樣郵費會較平宜,但僱主便必先要打開才可審閱。令自己的資格引以為傲,用一個9吋乘12吋的公文袋寄出履歷,這樣它就能與原先的情況下到達僱主的手中。你不會套未曾被燙平的套裝的。

作為麻州的僱主,他們向本指南所提供的意見,他們大部份都表示編排是他們首要關注的事情

僱主最不喜歡收到的履歷表是怎樣的?

- 太少空白地方。更多空白地方(即在履歷中沒有寫字的地方)在你的工作歷史中有更多的震撼。

- 資料埋葬於段落中。僱主期望能以簡單的項目符號去審閱你的就業歷史資料(這樣能提供更多....是...,空白地方!)

- 段落和文字全堆積在一起。資料全部塞進很小的空間內。

校對的提示 以下是由 Glenn C. Woodbury, Human Resource Director at the Boston Edison Company提供的建議:

- 無論你是自己打字或書寫、編印或印刷,都要校對!!
- 在履歷上有錯誤可以是十分尷尬的事,由其是當這些是很明顯的,例如寫錯自己的姓名,不論你用多少金錢請人去為你預備履歷,如它有錯誤時就是你的失敗。
- 在校對時,盡量要小心,請一個朋友來幫助你。
- 請你的朋友在校對稿件時,大聲將它讀出來。
- \* 與朋友對調位置,並重複以上步驟。
- 下一步是留意每一個字的串法和標點符號。如你是打字、交由履歷服務公司、或編印,在校對時應花上時間作細心的查閱。

## 必勝的序函

### 綜觀

你的序函是很重要的和需要用你的時間去書寫和校對它。一封有效的序函能令雇主有深刻的印象,並會傾向決定給你面試。一封書寫拙劣的序函可引致你的履歷表最終被放於堆積如山的被拒絕申請之中。

序函是你的簡介,解釋你是誰、從那裡知道或看見這職位空缺、你為何想要這份工作和在你履歷中可找到甚麼。序函也可包含一個簡略解釋履歷中的資料;再者,你可以利用序函來解釋薪津歷史、職業轉變、義務工作、工作的空檔期和你可能有被裁減等。

序函通常是附加一份履歷的,但亦可以用作查詢有關可能的職位空缺;或是聯繫網接觸的通訊,在有一些個案中,序函應可用作市場的工具當小心地作出完成的調查:

1. 工業〈增長中的行業〉
2. 在同一行業中的公司作比較
3. 獨立的公司
4. 公司中重要的人物 \*

\* 將你的信寄給公司中的重要人物,並強調你認為可以幫助該公司的增長和解決他們所面對的困難的技能和成就。

### 雇主的提示

根據參與這調查的雇主建議,你要盡量找出公司裡將會審閱你的履歷和序函的人的姓名,這樣經常影響到雇主和製造一個很好的印象。

你的序函長度要限制於用一頁紙和應分成三至四個段落;有些雇主建議使用項目式來強調重點。第一段包括你所申請的職位名稱,和你在那裡或如何得知這職位空缺,或你與該公司的聯繫。第二段應包括你想傳遞給雇主的重點。最後,在結束的段落中要感謝雇主對你的考慮和解釋下一步你會怎樣做。



僱主的看法 . . . “在你的信件中應採用與廣告或職責中的同樣名詞/語言。在這情況下,你是容許選用他人的想法。表達出一些特別的興趣來引述你為何有興趣申請這公司的職位。結束時再用自己的興趣:最後一句是在一、兩週內你會致電約見,然後跟進。”

Glen C. Woodbury, Direktè resous imèn, Boston Edison Company

你的序函的本質應是自信和積極的,不要太造作。緊記不要包括任何個人推薦書。當討論到技能時,要肯定它們是與你在履歷中的成就聲明相關連的。與履歷表一樣,一封有效的序函必須是為你所申請的行業、僱主或你正在尋找的職位而度身訂造。你的序函要順眼。它一定要有模式和所用的紙張和設計都要與履歷相同。更要肯定你的序函沒有任何文法上的錯誤,序函是僱主唯一可測試你的寫作技巧和風格。序函範例在第38頁。

同樣,要記得在信上簽名! (令你驚訝,竟然有很多人會忘記簽名。)

#### 宣佈的信件

宣佈信與傳統的序函有些少分別。當一些職位不需要履歷時便會使用。如你的目標是在聯繫網接觸,或他們只須審閱資料,便可使用宣佈信件。目的是介紹你自己和你的技能而不需要寄上履歷表。宣佈信件的範例在第38和39頁。

#### 行政簡報

行政簡報為使僱主可以更容易地將個人的資格去配合公司的要求;這也透過初期履歷甄選程序來增加申請人的機會。假設初期甄選者未必完全明白職位已刊登廣告。同樣地,當僱主說要有特別的“軟和硬”技能時,申請人就可可在行政簡報中表現出來——(技能對技能 / 經驗對經驗)——,確切地將他們所有的與僱主的需要相連。行政簡報的形式是在紙的左手邊強調職位的要求,而在另一邊是你能符合要求的經驗和/或技能。參看第39頁的行政簡報舉例。

## 序函的範例

10987 Central Street  
Natick, MA 01760

September 27, 1999

Ronald S. Lewis  
Human Services Director  
Jordan Marsh Company  
Shoppers World  
Route 9  
Framingham, MA 01701

Dear Mr. Lewis,

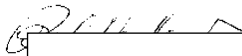
I am most interested in your advertisement for a full-time Sales Associate and feel that my qualifications and experience are well suited to your needs.

For more than five years, I have been involved in retail sales, with three years directly in Men's Apparel. As a salesperson in this department, I dealt directly with customers and provided them with individual "specialized" service.

At your earliest convenience, I would like to meet with you and discuss your personnel needs and how I might contribute to your company.

Thank you for your consideration.

Sincerely



Enclosure

## 宣佈信件

**PATRICK A. JONES**  
10 Main Street  
Haverhill, MA 01830  
(508) 372-6967

### MANAGEMENT

- \* Successfully managed 5 departments with 4 direct and 75 indirect reports within a 500,000 square foot distribution facility.
- \* Managed all operations successfully in a 22,000 square feet supermarket with 3 direct and 50 indirect reports.
- \* Managed 12 speciality stores successfully throughout Western Massachusetts.

### TRAINING/DEVELOPMENT

- \* Trained and developed supervisors, department managers and store managers.
- \* Developed a color code system that enhanced efficiencies and productivity in the geographic shipment of merchandise
- \* Initiated customer awareness program that was instrumental in increasing store sales by 100% over a two year period.

### PRODUCTION

- \* Widely experienced in improving worker productivity.
- \* Directed the successful start-up of two departments which increased facility volume by 20%.
- \* Established new work methods for power equipment operators which increased their productivity by 25%.

### ACCURACY CONTROL

- \* Wrote procedures for the processing of merchandise that reduced the error rate to 505 of the established standard.
- \* Reduced complaints from store management and purchasing by 60% on the receipt of their supplies by the institution of new policies.
- \* Annually revised, monitored and assured the attainment or undercutting of departmental budgets.

### WORK HISTORY

1997 to present      T. J. Maxx, Framingham, MA  
                                 District Manager  
1989 - 1997          The Farm Stand Corporation, Everett, MA  
                                 Processing Manager  
1985 - 1989          Big L Discount, Holbrook, MA  
                                 Store Manager

### EDUCATION

Marlboro College, New Hampshire  
B.S. Business Administration

# 宣佈信件

NICHOLAS T. DONALD  
53 North Street  
Williamstown, MA 46320  
(413) 855-0293

Dorothy M. Grey, M.D.  
The Caring Center  
Rt. 107 State Road  
Lenox, MA 4630

October 12, 1999

Dear Dr. Grey:

Due to changes in the economy, I have decided to leave the automobile industry and seek new opportunities in the field of counseling.

My strongest skills are:

- \* Developing supportive, therapeutic relationships with individuals.
- \* Providing empathetic, supportive counsel to individuals in crisis.
- \* Counseling individuals and groups relative to spirituality and spiritual formation.
- \* Planning, organizing and delivering effective group presentations.

Since I have made the decision to change careers, I have:

- \* Worked as a volunteer counselor-in-training at the Catholic Charities Detoxification Center in Pittsfield, MA.
- \* Completed a course in "Abnormal Psychology" at Williams College in Williamstown, MA.
- \* Enrolled in two courses, "Drugs and Addictions" and "Small Group Counseling", at Western Massachusetts Community College, Lanesborough, MA.
- \* Served as an area coordinator for the Christian Recovery Association of New England (CRANE) for Western Massachusetts.
- \* Joined an Adult Children of Dysfunctional Homes group for personal and professional growth.

I have sent you this material on the chance you might be looking for someone  
delighted to meet personally with you to discuss how I might be of service

Sincerely,



Nicholas T. Donald

Enclosure

# 行政簡報

Rev. Robert A. Harris  
96 Acorn Road  
Bellingham, MA 02029  
(508) 123-4567

November 4, 1996

Matthew Rubinstein  
NETWorks  
Enable, Inc.  
54 Industrial Park, Suite 222  
Plymouth, MA 02360

Dear Mr. Rubinstein:

I am responding to your letter of October 27, 1992, addressed to Mr. Leroy Jones of the Department of Employment and Training, which indicates you are seeking applicants for the position of Job Coach. I would like to be considered for this position.

Your Requirements

2 years full-time work in counseling guidance, or education of the physically, mentally, or emotionally disabled.

A bachelor's degree or higher with a major in counseling, etc.

I Provide

15 years as a minister to churches of approximately 100 members in which I provided many hours of counseling and guidance for teenagers, adults and seniors every week.  
In addition, I and my wife have raised a diabetic son (23 years old) and assisted her parents in the care and management of her mentally handicapped brother (57 years old).

Masters of Divinity with courses in counseling, education and administration.  
In addition, I just completed a course in "Abnormal Psychology" and am presently taking 2 courses "Drugs and Addictions" and "Group Counseling" at Brown University.

All of the other skills you list I have developed and utilized effectively in a number of settings: Minister, Council On Aging board member and chairperson, automobile sales manager, parent of three grown children and a substance abuse counselor.

You will find a copy of my resume enclosed with this letter. I look forward to your reply.

Sincerely,



Rev. Robert A. Harris

Enclosure

