Career Guide
Writing a Resume

General Guidelines & Goals

The goal of a resume is to represent your skills, work history, and accomplishments in order to give the reader a solid understanding of our capabilities as it relates to a specific job position. Some tips to keep in mind:

Use key words that will bring your resume up in a search more quickly. Most resume search engines key on the number of times a key word is used to rank the likelihood a resume meets the search criteria. So within reason, use appropriate key words like Cerner, or Epic or Infor as much as possible in the text of your resume to stand out in a search. If you're are a Cerner Analyst, use the word Cerner as frequently as possible.

Make sure you customize each resume you send for every individual opportunity. This customization means tailoring your resume to highlight those areas and experiences in your background that match an employer's job description. If an employer is looking for an Infor candidate with deep experience in Supply Chain, then be sure to bring out all of our Supply Chain experience. If another client is more interested in general Financial, then de-emphasize your Supply Chain, and bring out your Financial experience. One size does not fit all! – Make it fit.

Explore the resumes of friends or colleagues to see how they look and feel to determine what suits you best. Always use as few words as possible to get your point across.

Try to start each section with an action verb like "Managed, Participated, Designed, Led, or Directed" to draw the reader to a conclusion that you played an active role.

Formats vary widely, but most employers will be looking for six main areas of information. Anything that deters from their ability to get to that information quickly with diminish the likelihood of your resume getting a good reading. Several years ago, there was a scientific study which studied the "eye tracking" of 30 professional recruiters over a 10 week period to evaluate when they read resumes to see where and how long they focused on each page of a resume. The researchers used a heat mapping technique to track where the recruiter's eyes moved when reading a resume. This study helps us to formulate where we should put specific information on our resumes and how prominent it should be on the page. The most shocking thing this study revealed was that recruiters spent an average of six seconds before they made an initial "fit or no-fit" decision on a candidate! In those six seconds, the study showed recruiters will look in this order:

1. Your name
2. Current title and company
3. Current position start and end dates
4. Previous title and company
5. Previous position start and end dates
6. Education

Your responsibility in crafting your resume is to make is easier for recruiters and decision makers to find this information quickly and efficiently. In other words, if they have to work for it, they'll probably miss it.

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Sections of a Resume

Every resume should contain in this order:
1. Contact Info | 2. Summary | 3. Technology Experience | 4. Professional Experience | 5. Education | 6. Certifications

Contact Information: Contains your name, address, email address and cell phone number. This section is typically centered on the page and bold faced.

Summary: This section contains your total number of years of relevant experience and functional areas of emphasis. It should also give a brief statement as to your best credential. The summary should never be longer than three sentences and should close with a statement that shows the value your bring. Such as:

> Over 8 years of experience in Healthcare Information Technology, system design, and workflow. Subject matter expert with Cerner, Epic and McKesson in system analysis, design decisions, technical build configurations, and advanced troubleshooting. Consistently able to demonstrate the ability to maintain crucial key relationships with high-profile clients and vendors.

Technology Experience: A comprehensive listing of your technology experience is next. A resume should list your relevant technologies, versions of those technology, and just like the ingredients on a can of soup, these things should be listed in a specific order of depth of experience; starting with the most recent competency but keeping in mind the technologies with the most years of experience. For instance, your most recent experience is 5 years of Cerner, prior to that is 2 years of Epic experience, and prior to that is 12 years of McKesson experience. The technology should be listed as:

- EMR: Cerner (Millennium and Classic), Epic (V. '17) and McKesson.
- Communications: TCP/IP, FTP, Secure FTP, HTTP and HTTPS
- Frontend Applications: PowerChart, FetaLink, SurgiNet, SI_Manager, Indus, iView, Core Code Builder, Core Event Manager, DCP Tools, Discern Dev, Expert Sys Tool, EKM Editor, Discern Visual Developer, HNA User, PrivMaint, PrefMaint, HERuleBuilder, Health Maintenance, Population Health
- Platforms/Operating Systems: Microsoft Windows, Citrix, HP-UX, AIX, Linux, Ubuntu, Oracle and MySQL

Professional Experience: List your work experience staring with the most recent and going back in history from there. Put the start month and year beside each employer, as well as the city and state where they are located.

Systems Analyst   *October 2013 – November 2014*
University of Alabama Health System (UAB)
Birmingham, Alabama

Devote the most detail to the most recent 4 or 5 years of work experience, and then begin to shorten those position prior to that to just the basics that are germane to the role you are seeking. Make sure you list the technologies that were used by you at this position and provide a narrative as to what your duties were. Customize this area to fit the job description for the employer you are sending your resume to. Using bullets in the narrative is a solid way of detailing your duties.

> ***Work Experience Example 1:*** *Led Healthcare IT, revenue cycle and clinical consulting service sales for the Northeast and Mid-Atlantic regions; provided regulatory focused solutions to meet regulatory requirements related to HITECH, ICD-10, accountable care, and value based purchasing; led large strategic services engagements including staffing, project oversight, and P&L.*

Work Experience Example 2: Managed Healthcare Provider clients and developed plans to accelerate the achievement of Stage 1 stimulus benefits in excess of $2M per health system. Collaborated with eligible hospitals during crucial planning phase to identify and implement certified EHR technology and solutions.

For work experience that is not pertinent to the role you are seeking, and for roles that you may have had years ago, simply list the Title, employer and dates. It's up to you to put a 5 or 10 word description under these types of positions. Recruiters refer to these roles as "only interesting" so don't put much into it.

Education, Certifications & Foreign Language Competencies: After you have listed all of your professional experience you'll need to put in your Education. This should be separate from your Certification which is the last area on the resume.

Certifications should have the most recent date of certification listed.

And finally, if you have any foreign language competency, list that last and with your level of fluency.

Education
Bachelor of Science	University of Georgia
Healthcare Administration	Athens, GA
Masters of Science	Emory University
Hospital Management	Atlanta, GA

Certifications
Professional Management Professional (PMP)	June '16
DoD Security Clearance	July '18

Languages	Spanish	High degree of fluency
	Portuguese	Conversant

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