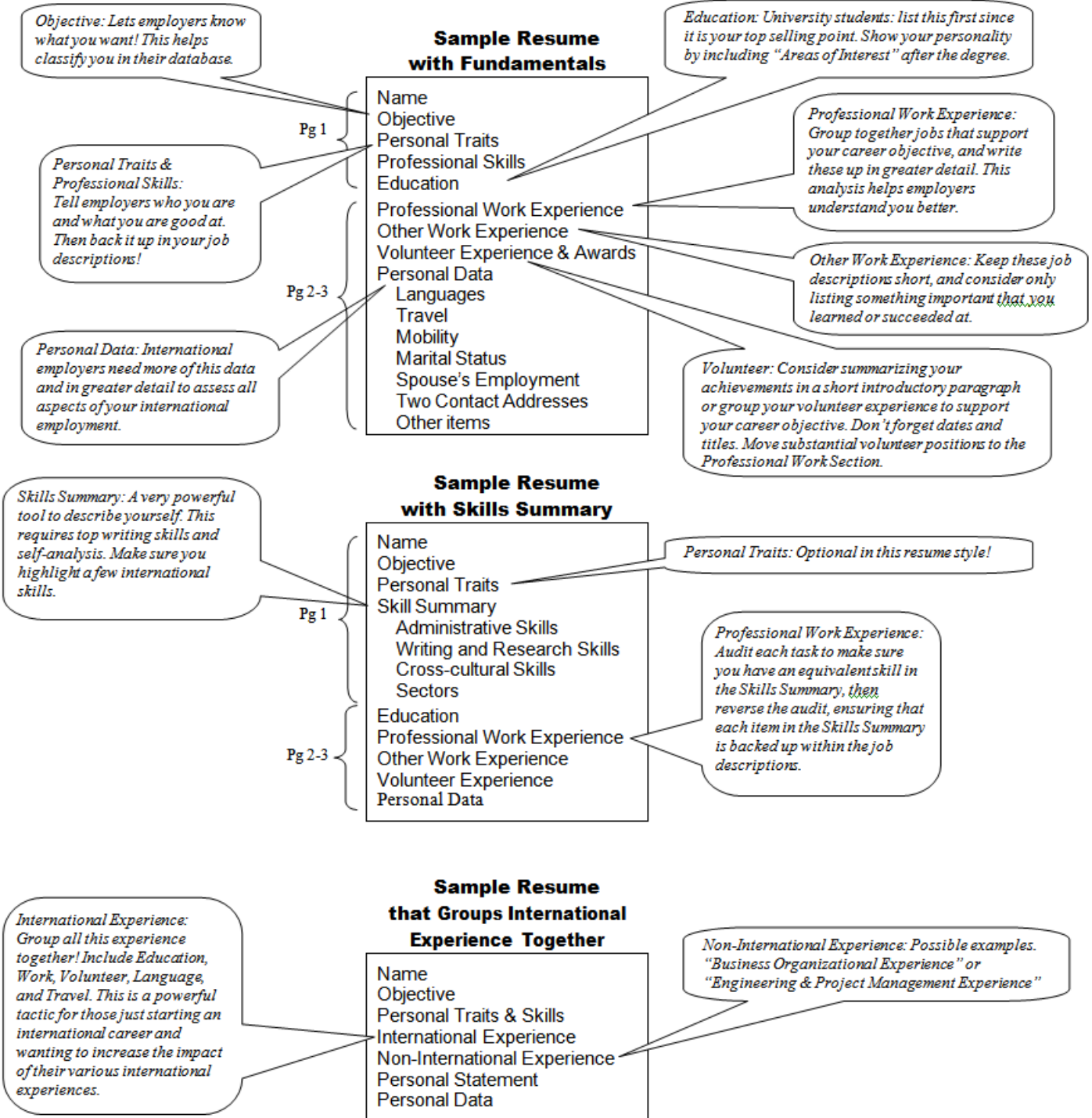


International resumes are different from domestic resumes because international employers place much more emphasis on assessing your personality. Employers want to know that you will be effective in an international work environment. You should, therefore, build a resume that reveals your personality and matches the employer's ideal profile. Ensure that the resume emphasizes cross-cultural skills. Review the "Other Details" section below which characterizes the uniqueness of an international resume.

THREE MAJOR TO-DOS

- ✓ Show Your Personality
- ✓ Sell Your Cross-cultural Skills
- ✓ Address Other Details

OPTIONS FOR ORGANIZING YOUR INTERNATIONAL RESUME



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Show Your Personality

ORGANIZE YOUR RESUME TO MATCH THE EMPLOYER'S IDEAL PROFILE: International employers are focused on understanding your personality. There are numerous ways to let a potential employer get to know your professional personality, from the Skills Summary, to stating your achievements in a job description. Grouping your experience to match the employer's ideal profile is also very powerful. If you do the analytical work for the employer, nothing is left to chance and employers will see you the way you want them to.

Career Objective: A career objective is a fundamental statement about your personality. It states what you want to do and what you like to do, and therefore what you will most likely excel at. Everything that follows is written to support the objective. A Career Objective helps international employers match you to their ideal profile: the type of job, areas of expertise, level of entry, region (local or international posting), permanent or contract work, your main skills, and your personality.

Personal & Professional Traits: If you are new to the job market, you may not have enough material or experience to write a full one-page Skills Summary. This breakdown is helpful to let international employers know who you are and why you are good at your work. Make sure each trait is backed up with concrete examples in your job descriptions.

Skills Summary: This grouping is the most powerful tool you have. It gives you full control to tell employers who you are. It is used mostly by those who already have some professional job experience. It takes lots of self-analysis. Work hard on choosing good subtitles. Write as efficiently as possible!

Education: If you are just graduating and have little professional work experience, your education is your top selling point and it should, therefore, be listed before your work experience. For each university degree always list Areas of Interest. This is a sure-fire way of telling employers who you are. Imagine the difference between three commerce students, one lists marketing areas, another lists management areas, and the other lists finance - it's the same degree, but these students are clearly different personality types.

Professional Work Experience: Group professional work experiences together and describe them in greater detail than other jobs. Employers appreciate this analysis; it helps them understand you better. You get to highlight jobs that support your objective. Write at least one third of a page on each of these important jobs. Add some zip with an adjective subtitle directly under "Professional Work Experience", for example: for a research position, write "Detail-oriented, methodical, responsible".

Tips on How to Write a Job Description: Attach a major skill to a few points in your job descriptions, "Due to ..., this position required flexibility and versatility." For important jobs, consider grouping the job description into functional areas. Example: Marketing, Administration, and Writing. For each job, always list at least one item that states why you were successful or what you were known for. This tells the employer about who you are and what makes you tick. And, of course, write efficiently. Make every word count.

Other Work Experience: Don't waste valuable space describing your responsibilities for these non-career-related jobs, rather, highlight one key learning experience for each. This tells employers who you are. It puts focus on your personality rather than the work (which in any case, may not directly support your objective).

Personal Statement of Your Field of Work: This is a bold tactic designed to show your personality type. It is especially useful if you are short on professional international experience, but have volunteer or travel experience. This paragraph outlines your personal beliefs about how to operate in your field of work while abroad. It is generally inserted just before Personal Data, toward the end of the resume.

Other Sections: Show your personality in other sections of your resume. Examples: For "awards based on merit," state why the award was given; for "volunteer experience," state what you accomplished; for "travel," give some detail such as "enjoyed challenges of cross-cultural interaction while visiting ..."

Order Within Sections: There are many lists within your resume (examples: details in the Job Description, listing Educational Experience, sub-titles in your Skills Summary or the detail within). Always sort these lists by order of importance in how they support your career objectives, with the most supportive item at the top. Thus in the details of your job description, do not make the mistake of first listing the last task assigned or even the largest task, list rather the task that best supports your objective.

Group International Experience Together: For those of you just starting an international career, a sure-fire way to demonstrate that you have a high international IQ is to assemble all your international experience under one heading. Example: under the subtitle International Expertise and Understanding list: international education (a degree or a block of courses), international work, internships, volunteer work, other cross-cultural and international experiences in your home country or abroad, language abilities, and international travel. By grouping your international experience under one section, you are increasing its impact and minimizing the chances that some of your international experience will be missed.

Length of Resume: An international resume can be longer since it includes more information about your personality, as well as more analysis and sub-headings to help employers understand who you are. It is therefore OK to have a three- to four-page resume. But don't forget - every word must count (no gobbledegoose! Efficient, clear writing only!), and everything must be formatted to allow for speed-reading (subtitle your Skills Summary, use functional job titles, long jobs should be broken down into categories).

A must for all resumes

Powerful Tools to get employers thinking about you the way you want them to!

Areas of Interest: simple and effective.

Grouping Professional Jobs together makes your whole resume cleaner and more focused on supporting your objective.

Functional breakdown of a job description helps employers with their analysis, and lets you guide this analysis.

These tactics delete unnecessary info and score extra points for those jobs unrelated to your career.

Only for the brave!

Stay organized and focused on supporting your objective.

Writing must be efficient. Include info only if it supports your career objective.

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Integrate Cross-cultural Skills

Employers are looking for people who have had cross-cultural experiences. These are especially important if you are just starting out in your international career, since they demonstrate that you can survive and be successful abroad. Tell employers where and how you acquired your international experience in your home country and abroad. Let the employer know that you are aware of what international skills are required and that you enjoy the international experience. Include this information in at least three or four different sections of your resume. Don't overdo it; choose only those places in which they will have the greatest impact.

Your Objective: Make sure that there is an international component in your resume. Example: *"International Program Administrator"*

Personal Traits and Skills Summary: This should definitely have a cross-cultural or international component. *"Enjoys cross-cultural work environments. Adept with and attracted to multi-cultural environments, both socially and professionally."* (See below for more examples.)

Job descriptions: You need to point out some cross-cultural aspects about your past jobs that demonstrate your understanding of international work and living (see below for examples). Even domestic jobs and volunteer positions provide opportunities to point out cross-cultural experience. For example, you may have worked a summer job with new immigrants in a fast food restaurant or warehouse. This can be translated to: *"Gained valuable experience working in a multi-cultural environment with new immigrants."*

Education & Volunteer Experience: Perhaps a school research team that you were a part of was multi-cultural: *"Successfully completed projects within a multi-ethnic student team."* If your high school education had a cross-cultural component, note it: *"Attended school in multi-cultural urban area."* Note that you studied French immersion or completed high school in another country. If you studied abroad, note that you: *"Lived with a local family and successfully adapted to cultural changes."* Also, show your interest in multiculturalism through volunteer work.

Language: Increase the cross-cultural component when stating your language abilities with a phrase such as *"Enjoys cultural interaction when learning a new language."* or *"Ability to learn languages quickly while traveling."*

Cross-cultural Travel: Add a few descriptive words on the cross-cultural aspect of your travels and experiences abroad. *"Enjoyed the intense cross-cultural experience, became adept at building relationships and remaining street wise under difficult political and socio-economic conditions"*.

EXAMPLES OF CROSS-CULTURAL SKILLS

Build three or four examples of these skills into the Skills Summary, Job Descriptions, and Volunteer sections of your resume.

Cross-cultural Relations and Communications

- Positive attitude to change and new environments
- Recognizes and respects diversity and individual differences
- Enjoys working with diverse populations
- Comfortable working with people from different cultures
- Ability to relate well to people of varying backgrounds
- Outgoing individual, very personable, able to develop close relationships quickly
- Adept in new environments and at understanding the motivations of others
- Seeks the opinions of others when making decisions
- Ability to relate to and interact with people of different personalities and backgrounds
- Ability to learn quickly and notice details that others might normally miss
- Sensitive to economic considerations and human needs
- Ability to cope with constant change
- Broad background and knowledge of world affairs and cultures
- Physical stamina, excellent and robust health
- Ability to adjust to and fit into different situations
- Maintains composure under close public scrutiny and criticism

Organizational Effectiveness in a Cross-cultural Environment

- Has diplomatic skills and sensitivity to different management styles
- Has an understanding of work within the culture of the group, including multi-cultural work groups
- Sensitive to the dynamics of a cross-cultural work place
- Able to pursue goals when difficulties arise
- Good listening, clarifying, questioning, and responding skills
- Remains focused on obtaining results when facing delays
- Tolerant, curious, and appreciative of different work patterns, while remaining committed to deadlines
- Thinks critically and acts logically to evaluate situations, solve problems, and make decisions
- Ability to respond quickly to changing circumstances
- Maintains composure in stressful situations or when under pressure
- Sensitive and aware of how actions may affect others
- Open to different viewpoints, techniques, and methods of operations
- Ability to work in a sensitive manner with people from other cultures
- Likes a challenge; enjoys tasks that require a special or extra effort
- Poised, does not lose composure or sense of purpose easily.

Examples of Cross-cultural Skills for an International Internship

- Gained valuable knowledge and experience performing tasks in a multi-cultural work environment
- Enjoyed communicating and managing processes in an environment very different than my home country work place
- Enjoyed the subtleties and mannerisms of the British work style
- Was adept at making contacts with a wide range of players, from laborers to managers, in and outside my organization
- Was known for my abilities to integrate into the local population and make friends quickly
- Often acted as a bridge between field staff and senior managers
- As the only North American on a Norwegian business team, it was important to be sensitive to their way of working
- Keen observer of the various management styles emanating from this pan-European milieu
- Working in New York gave me a clearer understanding of the regional differences found in the US

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Other Details

- **Name:** What is your gender - MR or MS? International employers want to know how to address you in correspondence (Examples: In China they do not know that "Louise" is female. In North America an employer will not necessarily know that "Shyam" is male.) At the top of your resume, indicate your gender with "(MR)" or "(MS)" immediately after your name. By writing this salutation in small caps and including the parentheses, you indicate that the salutation is provided for information purposes only.
- **Objective:** Because of the project-funding nature of international business, international employers rely heavily on creating databases of candidates. Your objective will help employers classify your application in the database.
- **Volunteer Experience and Awards:** Describe important volunteer positions elsewhere as jobs (but be sure to identify them as volunteer). This section includes a list of your volunteer activities.
- **Languages:** Describe in detail your speaking, writing, and comprehension abilities. Say what you can do, not what you can't.
- **Travel:** Consider listing countries and or regions under Cross-cultural Travel. Include a very short description about what you learned or why you traveled.
- **Hobbies:** Only list these if they support your objective, or if they indicate balance and character.
- **Mobility:** State that you are willing and able to travel or relocate on short notice.
- **Marital Status and Dependents:** If you are single and mobile, place this on your resume. Being single is an advantage for international postings, especially for entry-level positions. If you have no dependents, say so: "Single, no dependents."
- **Spouse's Employment:** International employers are interested to know if your spouse will be employable. List this, especially if your spouse has a mobile career such as writing, teaching, nursing, and consulting.
- **Current and Permanent Address:** Always include two addresses, since international employers often contact candidates a year or more after resumes are submitted, and you will most likely be on the move from school or during job searching. Your parents' address may be a good choice for the permanent address.
- **Permanent e-mail Address:** As a student, you should make sure that you have a permanent e-mail address which won't change for two or more years after you apply for international jobs.

PAGES ONE and TWO of a SAMPLE RESUME

(MS) Robin Millar

OBJECTIVE: Senior program officer or consultant for an international organization based in Geneva.

KEY QUALITIES: Team leader, experienced in and effective at introducing new policies, adept at long-term institutional planning and program design, visionary, competent administrator, personable, good communicator, pragmatist, fluent in three languages.

PROFESSIONAL SKILLS

Policy:

- Policy and strategic planning at the global, regional and country level.
- Astute in distilling key components of policy and steering teams of experts towards solutions.
- Aware of ethical and cultural issues as they develop over time and impact on policy.
- Sensitive to public attitudes and how they affect government policy.
- Six years of community development programming.
- Able to balance pure research, applied/field research and capacity-building.

Program Management:

- Thirteen years experience in international development project management (Tanzania, Sudan, Canada).
- Familiar with developing and monitoring all phases of projects from needs analysis, program designs, implementation plans, monitoring and evaluations.
- Numerous overseas field missions in direct collaboration with local populations and communities.

Administration:

- Worked in the field and at headquarters, and in all facets of project administration.
- Organized international meetings, official visits, field missions, and development studies. Monitored the implementation of numerous programs and related projects.
- Competent organizer, effective writer, experienced trainer and supervisor of staff, adept in financial and office systems management.

SECTORS OF EXPERIENCE

Health, education, communications, human resources, social policy, gender and development, institutional development.

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PROFESSIONAL ASSIGNMENTS

First Secretary & Head of CIDA Operations, Tanzania, Canadian High Commission, Canadian International Development Agency (CIDA), Dar es Salaam, Tanzania (1994 - present)

- **Manager:** Managed CIDA's development programs in Tanzania.
- **Project Planner:** Responsible for reviewing the project implementation and management activities related to bilateral, institutional co-operation, and partnership program activities in Tanzania.
- **Areas of Responsibility:** Managed complex bilateral program consisting of four sub-programs and 20 projects; sectors included health, social policy, gender and development, and institutional development.
- **Reports/Studies:** Reported to headquarters on social, economic and political factors influencing program delivery: realities of hyperinflation and introduction of currency reforms and price/wage freezes; outbreak of HIV/AIDS and socio-economic disparities.
- **Coordinator/Planner:** Assumed overall responsibility for multi-disciplinary teams to plan Third Phase of CIDA's bilateral program in Tanzania.
- **Negotiator:** Developed and negotiated, on behalf of CIDA, framework for a new bilateral technical co-operation program valued at \$10 million, with Tanzanian authorities in May 1996.
- **Program Evaluator/Monitor:** Monitored CIDA-sponsored nongovernmental and institutional co-operation activities and analyzed new project proposals.

Sudan Bilateral Development Officer, Regional Program, Africa Branch, (CIDA) Headquarters, Ottawa/Hull, Canada (1989 - 1994)

- **Strategic Planner:** Participated in drafting the Regional Program Review, a five-year policy framework for CIDA's activities in Sudan.
- **Program Review:** Evaluated community development and educational programs. Developed project implementation framework of a vocational training project. Secured co-operation and support of senior management in Department of Employment and Immigration Canada.
- **Negotiator:** As Team Leader, developed Memorandum of Understanding for \$10 million goods and services line of credit for Sudan.
- **Project Manager:** Managed day-to-day activities of three bilateral projects: Functional Literacy, Primary Health Care, and Human Resource Development.
- **Advisor:** Analyzed, within headquarters and in field, emergency balance-of-payment options and instruments specific to Sudan's development needs and prepared draft papers for senior management which outlined social, economic and political considerations of policy options.

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