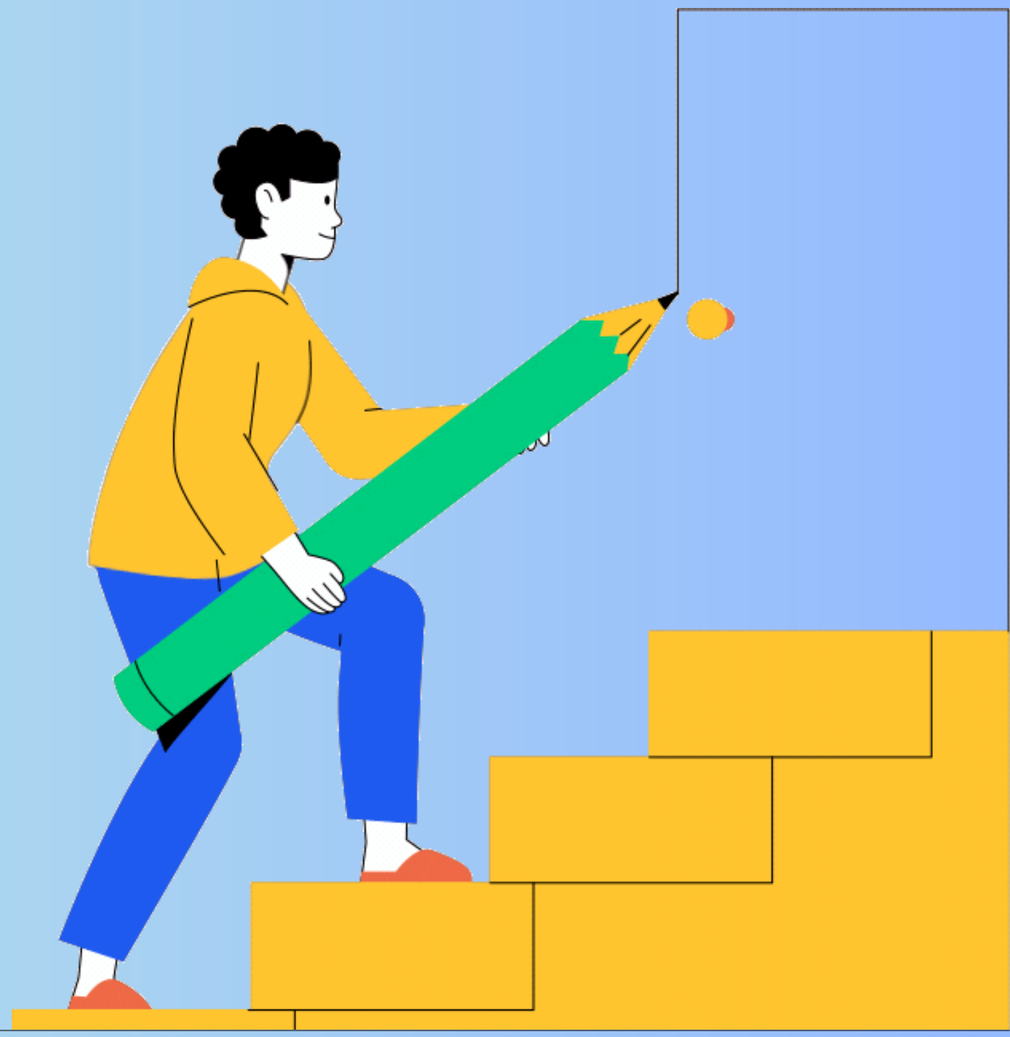
Crafting Your Future: Resume & Cover Letter Skills for Black and Immigrant Youth

Empowering diverse youth with essential job application expertise



AUGUSTINE KWOFIE

Senior Analyst, Strategic Relations
Provincial Health Services Authority - PHSA

October 4, 2025 @ 11:00 A.M.

Virtual - Zoom

Land Acknowledgement

Recognize the traditional, ancestral, and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Sḵwx̱wú7mesh Úxwumixw (Squamish Nation), and səl̓ílwətaʔ (Tsleil-Waututh Nation) First Nations who have nurtured and cared for the lands and waters around us for time immemorial. I'm grateful for the opportunity to live, work and support care here.





ABOUT ME

My name is Augustine. Healthcare professional with over nine years of experience in nursing and strategic relations, focused on provincial strategic initiatives, patient safety, quality improvement, and health system improvement & innovation.

Immigrant from Ghana with a strong commitment to improving health outcomes through collaboration, research, and evidence-based practice.

Experience

- Leading provincial strategic initiatives across PHSA
- Facilitating cross-functional & provincial collaboration
- Teaching,mentoring & professional development

Skills & Expertise

- Strategic & System Thinking
- Analytical and Collaboration
- Public Health Policy, Clinical Practice, & Patient Care
- Quality Improvement, Project Management, Change Management Methodologies

Education

Master of Public Health (MPH) – Simon Fraser University
Bachelor of Science in Nursing (BScN) - University for Development Studies

Contact Info

branyakwofiea@gmail.com

Workshop Rules



Here are some rules and reminders to keep in mind.

01 Please make sure all mics are on mute.

02 Type in any questions into the chatbox.

03 Use the “raise hand” feature or unmute yourself if you want to speak.

04 Listen actively and respect each other’s viewpoints. Every contribution is valuable.

05 Avoid negative or dismissive language and try tooffer solution-oriented feedback.

03 Try your best to keep the discussion focused on the topic.



What We're Learning Today

Here are the topics we will cover today:

Understanding Resume and CV

- Resume vs CV
- What is a resume?
- Different resume formats

Building & Tailoring Resumes

- Master resume
- What you need to know before making a resume

Skills & Strengths

Common Mistakes

References

Understanding Resume and CV

Resume vs. CV

Many people use resume and CV interchangeably

— but they are not the same.

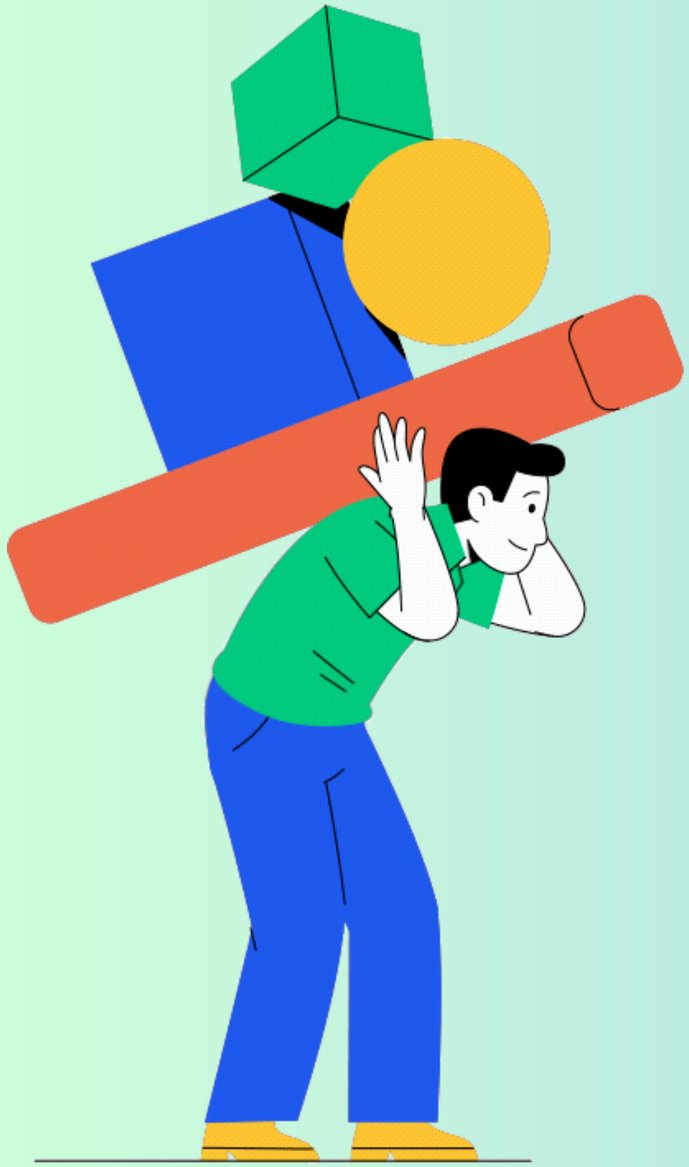
Quick check-in!

A



B





CVs are more extensive.

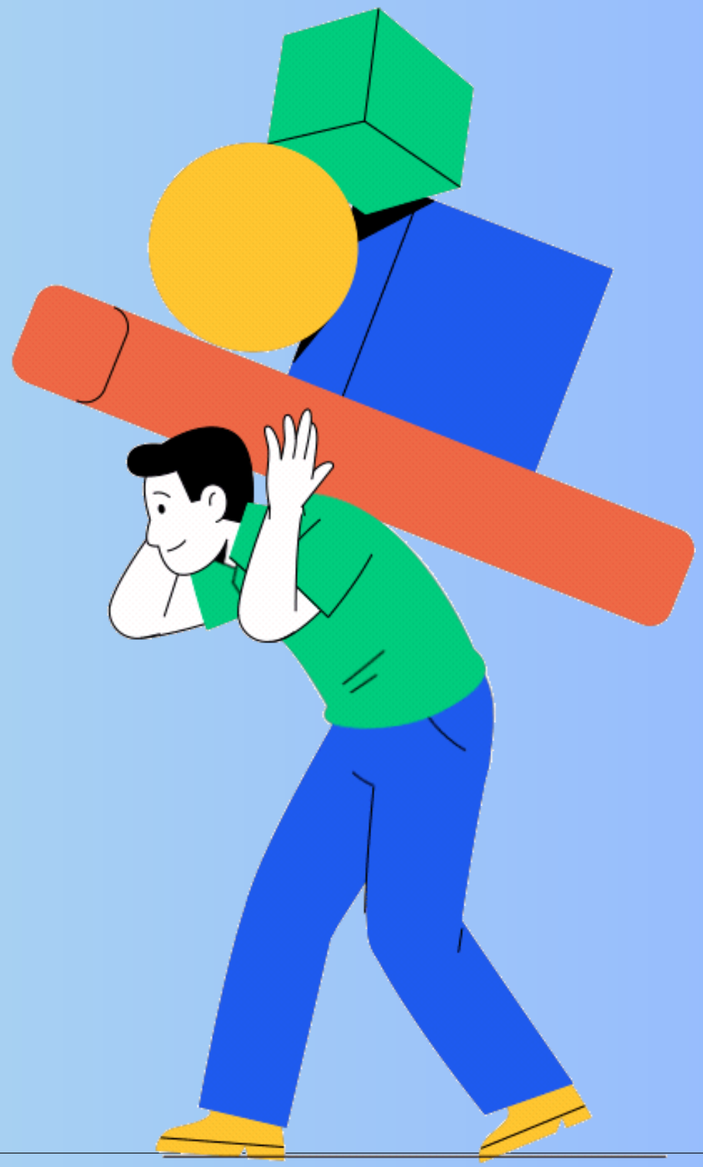
A curriculum vitae is very detailed and can be multiple pages long. It covers academic achievements, research, publications, and professional history.

CVs are often used in academia (school applications), research, and grant applications.

Resumes are concise.

Include only the skills and qualifications related to the **position you want**.

You are telling a potential employer that you are the right candidate for the job posted



What is a Resume?

A resume is a concise summary of skills, experience, and education tailored for job applications.

It showcases why the applicant is a good fit and highlights relevant achievements for employment.



Resume Structure

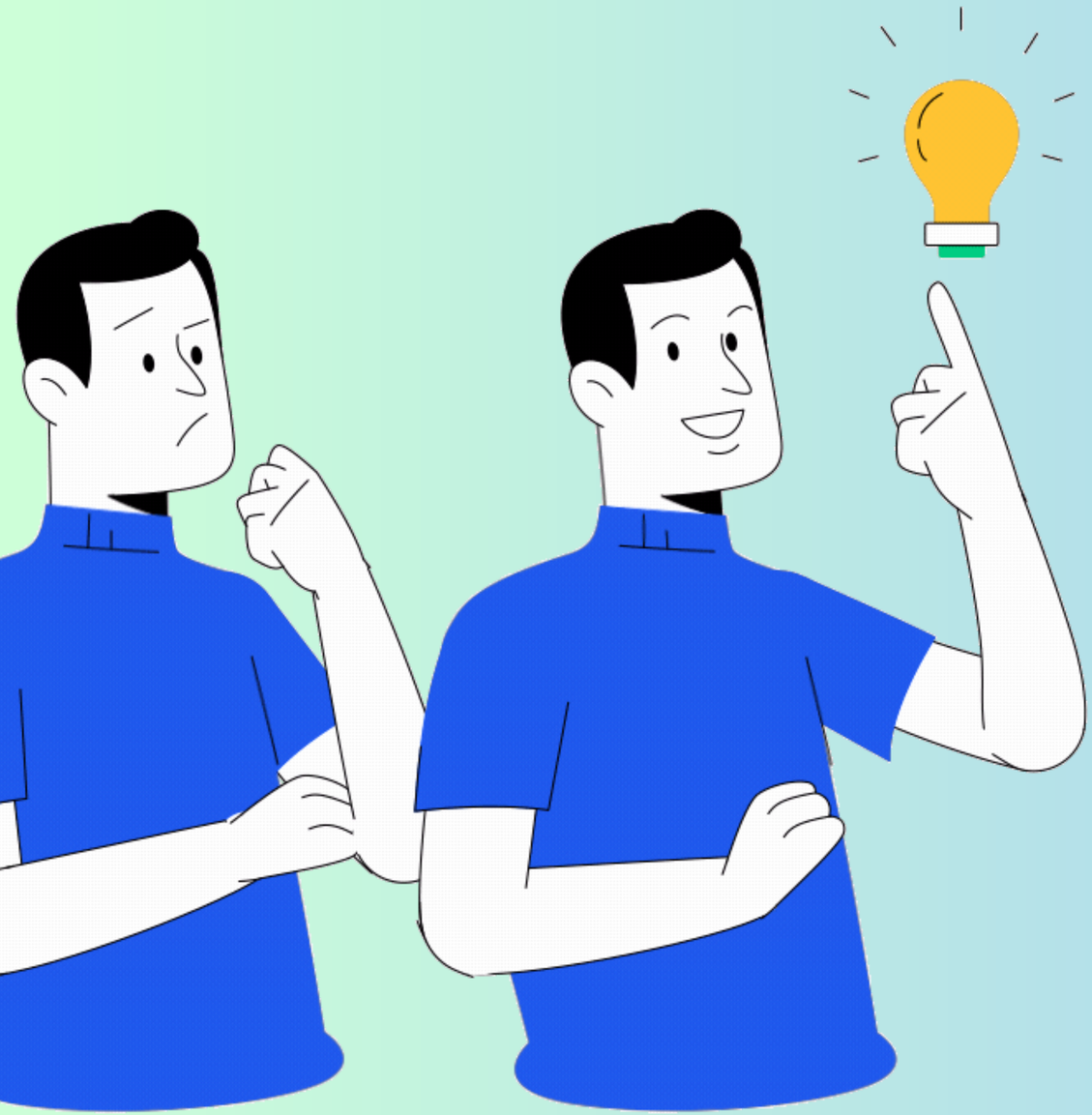
Typical resume sections include contact info, professional summary, skills, work experience, and education.

Focus on skills and job-specific experience

It is usually 1-2 pages long

Key Note: Youth Resume Features

Resumes for youth often include volunteer work, extracurricular activities, and roles and/or position held like basketball team lead.



Preparation is key.

What you need to know before writing your resume.

Writing an awesome Resume

A resume is what stands between you and your dream job. So make sure your resume game is strong!

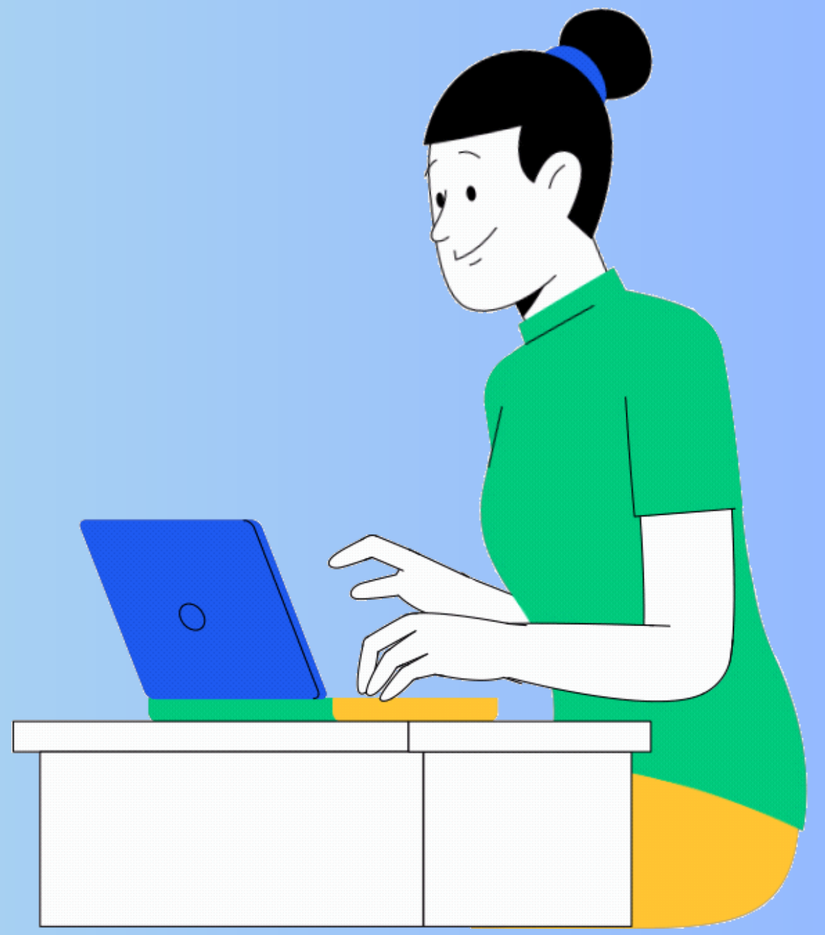
"The simpler you say it, the more eloquent it is." **—August Wilson**

"There's a great power in words, if you don't hitch too many of them together." **—Josh Billings**



"The shorter and the plainer the better." **— Beatrix Potter**

"The most valuable of all talents is that of never using two words when one will do." **—Thomas Jefferson**



Building & Tailoring Resumes

Master Resume

A master resume is a complete record of an individual's experiences, skills, education, and achievements. It acts as a personal database that makes it easier to create tailored resumes for specific jobs. By keeping everything organized in one place, applicants can quickly customize strong applications for different opportunities.



Comprehensive Experience Record

A master resume compiles all experiences, skills, achievements, and education in one document.



Tailored Resume Creation

It allows efficient customization for specific job applications by selecting relevant details.



Tracking Growth Over Time

Maintaining the master resume helps track personal and professional growth over time effectively.



Useful for Diverse Backgrounds

Especially helpful for youth with varied experiences such as school, volunteering, and part-time jobs.

Structuring a Resume



Essential Resume Sections

A resume should include contact info, summary/profile, skills, experience, and education.



Clear Contact Information

Make contact information clear and professional, including reliable email and phone number for employer communication.



Experience and Achievements

Use action verbs in bullet points to describe job, internship, and volunteer responsibilities and accomplishments.



Education and Skills

Include both technical and soft skills; highlight certifications, language fluency, and extracurricular roles.

Using the “TAR” Method

TAR Method: Show Your Impact

✍️ Start with an action verb, describe what you did, and end with the result.

Example:

✅ Led a school fundraiser by coordinating 10 classmates, raising $1,200 for a local charity.

🧩 T – Task	⚙️ A – Activity	🌟 R – Result
What were you responsible for?	What actions did you take?	What was the outcome or impact?
🎯 Example: Organized a youth mental health awareness event	💪 Example: Coordinated 5 volunteers and promoted the event on social media	🏆 Example: Reached 200+ participants and increased engagement by 40%

🔑 Tips

Start each bullet with an action verb (e.g., led, created, organized).

Use numbers or outcomes when you can — it shows real impact.

Apply TAR to volunteering, school projects, or part-time jobs.

Structuring a Resume - Action Verbs

Teamwork/Collaboration

Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, sexual orientations, religions, and viewpoints. The individual is able to work within a team structure, and can negotiate and manage conflict.

Achieved	Improved	Partnered	Restored	Strengthened	Surpassed
Completed	Introduced	Provided	Revamped	Structured	Transferred
Contributed	Mediated	Recommended	Solved	Submitted	Unified
Expanded	Participated	Reduced	Streamlined	Supported	Utilized

Leadership

Leverage the strengths of others to acheive common goals, and use interpersonal skills to coach and develop others. The individual is able to assess and manage their emotions and those of others; use empathetic skills to guide and motivate others.

Administered	Contracted	Established	Implemented	Motivated	Reorganized
Chaired	Delegated	Evaluated	Improved	Oversaw	Spearheaded
Conducted	Designated	Facilitated	Initiated	Planned	Strategized
Consolidated	Enhanced	Hired	Managed	Prioritized	Supervised

Critical Thinking/Problem Solving

Exercise sound reasoning to analyze issues, make decisions, and overcome problems. The individual is able to obtain, interpret, and use knowledge, facts, and data in this process, and may demonstrate originality and inventiveness.

Acted	Defined	Formulated	Leveraged	Observed	Recognized
Communicated	Distinguished	Gathered	Measured	Persisted	Reflected
Conceptualized	Estimated	Identified	Monitored	Persuaded	Resolved
Deduced	Examined	Infered	Negotiated	Reasoned	Synthesized

Communications (Oral and Written)

Articulate thoughts and ideas clearly and effectively in written and oral forms to people inside and outside the organization. The individual has public speaking skills; is able to express ideas to others; and can write/edit memos, letters, and complex technical reports clearly and effectively.

Advised	Contributed	Documented	Informed	Moderated	Published
Briefed	Cooperated	Drafted	Interpreted	Negotiated	Recruited
Clarified	Counselled	Edited	Lectured	Presented	Reported
Collaborated	Directed	Influenced	Mediated	Printed	Translated

Digital Technology/Technical

Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals. The individual demonstrates effective adaptability to new and emerging technologies.

Adjusted	Calculated	Digitized	Manufactured	Overhauled	Simulated
Applied	Calibrated	Engineered	Mapped	Programmed	Standardized
Assembled	Converted	Fabricated	Modified	Remodeled	Upgraded
Augmented	Designed	Installed	Navigated	Repaired	Utilized

Global/Intercultural Fluency

Value, respect, and learn from diverse cultures, races, ages, genders, sexual orientations, and religions. The individual demonstrates openess, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals' differences. As a USask graduate, demonstrating specific knowledge of Indigenous peoples, and their history, is also crucial.

Accompanied	Discovered	Interconnected	Programmed	Specialized	Volunteered
Adapted	Diversified	Internationalized	Projected	Strengthened	
Bridged	Expatriated	Licensed	Reconciled	Sustained	
Conversed	Explored	Listened	Recognized	Transnationalized	
Dedicated	Harmonized	Observed	Restored	Travelled	

Administrative/Clerical

Approved	Collected	Implemented	Prioritized	Scheduled
Arranged	Complied	Inspected	Processed	Screened
Catalogued	Dispatched	Maintained	Proofread	Set up
Charted	Distributed	Monitored	Purchased	Specified
Classified	Documented	Operated	Recorded	Standardized
Coded	Executed	Organized	Retrieved	Systematized
Collated	Generated	Prepared	Reviewed	Tabulated

Creative

Abstracted	Customized	Entertained	Improvised	Made
Adapted	Demonstrated	Established	Initiated	Modeled
Arranged	Designed	Fashioned	Innovated	Painted
Composed	Developed	Founded	Integrated	Performed
Conceptualized	Directed	Generated	Introduced	Planned
Cooked	Drew	Illustrated	Invented	Predicted

Financial

Administered	Balanced	Developed	Investigated	Organized
Allocated	Budgeted	Evaluated	Maintained	Planned
Analyzed	Calculated	Financed	Managed	Prepared
Appraised	Checked	Forecasted	Marketed	Projected
Audited	Computed	Inspected	Ordered	Reconciled

Research

Analyzed	Conducted	Explored	Interviewed	Researched
Calculated	Correlated	Extracted	Investigated	Reviewed
Catalogued	Critiqued	Extrapolated	Located	Solved
Clarified	Discovered	Gathered	Monitored	Studied
Collected	Evaluated	Identified	Observed	Summarized
Compared	Examined	Inspected	Organized	Surveyed
Computed	Experimented	Interpreted	Proved	Synthesized

Supporting

Advised	Attended	Coordinated	Encouraged	Motivated
Advocated	Cared	Counselled	Facilitated	Provided
Aided	Carried out	Delivered	Familiarized	Referred
Assessed	Clarified	Educated	Guided	Rehabilitated
Assisted	Coached	Empathized	Mentored	Represented

Teaching

Adapted	Consulted	Enabled	Facilitated	Initiated
Advised	Cooperated	Encouraged	Graded	Instructed
Assisted	Coordinated	Enforced	Guided	Schooled
Clarified	Counselled	Evaluated	Individualized	Served
Coached	Developed	Explained	Informed	Set goals

3 Types of Resume Formats

CHRONOLOGICAL:
LATEST WORK EXPERIENCE FIRST.

This is the most common format. It lists your most recent work experience first and moves backward in time. It’s ideal if you have a steady work history and want to highlight your career growth.

FUNCTIONAL OR FRESHER:
FOCUSES ON SKILLS AND ACHIEVEMENTS.

This format focuses on your skills and achievements rather than job titles or dates. It’s great for students, career changers, or those with gaps in employment, as it emphasizes what you can do, not where you’ve worked.

COMBINATION:
BEST FOR THOSE WHO HAVE A DIVERSE SKILL SET.

This format blends both chronological and functional styles. It showcases your key skills at the top, followed by a short work history section. It’s best for people with diverse experience or transferable skills.

Examples of Resume Formats

Jesse Kendall
123 Elm Street, Coquitlam BC A1B 2C3
Phone: 604-555-5555
Email: jkendall@notmail.com

A

Experience

20xx-20xx ABC Health Services, Vancouver, BC
Health Care Manager
Progressed steadily through the health care system, supporting the top physician and his 250-member staff. Directed all administrative, HR, and liasion functions. Managed all contract negotiations and liaised between the Danish health care facility and 500 employees. Developed and administered operational budgets for a 105-bed hospital ($6.2 million) and two outpatient clinics ($2.4 million and $700,000). Managed accounts receivable and insurance claims processing. Developed and implemented emergency preparedness plans for a 1,000-bed hospital. Defined and planned the implementation criteria to reorganize the 20xx worldwide medical treatment facilities.

B

19xx – 20xx BCD Medical Center, Coquitlam, BC
Airlift Services / Health Care Manager.
Coordinated airlift services to remote locations. Provided computer support and training. Supervised up to eight employees. Sought by students to provide guidance on their military careers and on the seniors' four field exercises. Developed criteria and processes to rectify problems with payroll accuracy after resolving a 12-year-old pay issue.

19xx – 20xx BCD Medical Center, Coquitlam, BC
Home Health Aide
Provided assistance and supervision to elderly residents in a full service assisted living facility. Assist nursing staff in administering medications and procedures along with monitoring vital signs to assess residents' health. Train new staff on daily procedures and best practices. Cared for patients by assisting with personal-hygiene, preparing meals.

C

19xx – 19xx Wellness Medical Office, Surrey, BC
Medical Office Assistant
Performed general administrative duties such as booking patients, updating charts, dealing with cancellations and submitting MSP claims. Answered phones and took messages. Also responsible for office management of stationery, printer operation and paper. Assisted with some staff scheduling in absence.

Skills

MS Word, MS Excel, MS PowerPoint, Blackbaud Raiser's Edge, Financial Edge, Medical Terminology.

D

A: NO DESIGN – this resume has no hierarchy, so important information gets lost.

B: NO OBJECTIVE – When you don't clearly state your objective or let an employer know who you are, they might not see how you can relate to the position.

C: LONG PARAGRAPHS – not writing your duties and achievements in point form can cause the reader of the resume to miss important information.

D: TOO SHORT – Your resume should be 2 pages – remember, you can highlight community and volunteer involvement too.

A

JESSE KENDALL
123 Elm Street, Coquitlam BC A1B 2C3
T: 604-555-5555 / jkendall@notmail.com

B

EXPERIENCED HEALTH CARE MANAGER

Highly organized, resourceful, and accomplished administrative professional with extensive experience in directing business and health care operations. Adept at assessing organizational challenges and creating solutions. Record of delivering projects on time and under budget.

AREAS OF EXPERTISE

- Office Administration
- Purchasing/Negotiations
- Accounts Payable/Accounts Receivable
- Business Improvement Processes
- Problem Identification and Resolution
- Customer Service
- Event Planning
- Project Management
- Staff Training and Development
- Budget Development and Administration

PROFESSIONAL EXPERIENCE C

ABC Health Services, Vancouver, BC
Health Care Manager, 20xx-20xx
Progressed steadily through the health care system, supporting the top physician and his 250-member staff. Directed all administrative, HR, and liasion functions. Managed all contract negotiations and liaised between the Danish health care facility and 500 employees.

Overview: Managed multiple operational budgets during time of economic challenges and cutbacks.
- Developed and administered operational budgets for a 105-bed hospital ($6.2 million) and two outpatient clinics ($2.4 million and $700,000). Managed accounts receivable and insurance claims processing.
- Developed and implemented emergency preparedness plans for a 1,000-bed hospital.
- Defined and planned the implementation criteria to reorganize the 20xx worldwide medical treatment facilities.

BCD Medical Center, Coquitlam, BC
Airlift Services / Health Care Manager. 19xx – 20xx
Coordinated airlift services to remote locations. Provided computer support and training. Supervised up to eight employees.

Overview: Acted as a mentor and resource for 100+ students and solved payroll issues for approximately 800 employees.
- Sought by students to provide guidance on their military careers and on the seniors' four field exercises.
- Developed criteria and processes to rectify problems with payroll accuracy after resolving a 12-year-old pay issue.

EDUCATION & PROFESSIONAL DEVELOPMENT

- **MBA, Sauder School of Business,** UBC, 1996
- Professional Development courses in Leadership and Management Skills
- Graduate Level Management Training – *Distinguished Honor Graduate* (1 of 30 from class of 315)

PERSONAL INTEREST & COMMUNITY INVOLVEMENT D

- Travel, Languages, Hockey, Animal Rescue
- Volunteered with YMCA Mentorship Program (20xx – 20xx), SPCA Foster Program (19xx-20xx).

A: DESIGN your resume in a clean and modern way, using a bold font and shading to draw attention to the information you want the employer to see first.

B: COMMUNICATE who you are. Showing the employer you know what they are looking for and how you will deliver is critical on your resume.

C: EMPHASIZE the experiences you have had which are most relevant to the position you are applying for. Only go back 10 – 15 years if possible.

D: SHORT & SWEET – keep your resume to approximately 2 pages.

Customizing Resumes and Cover Letters

Customizing Content

Tailoring resumes involves aligning content with the job description and company values to make a strong impression.

Cover Letter Personalization

Cover letters should mention the company mission and explain how the applicant's background fits the role.

Emphasizing Relevant Achievements

Focus on accomplishments that directly relate to the job to showcase your suitability.

Boosting Application Success

Tailored documents improve chances of passing applicant tracking systems and impressing hiring managers.

Breakout room

Think about a time you made a difference — at school, work, or in your community.
How could you describe that experience on your résumé using the TAR (Task–Activity–Result) method?

Assign a group member (s) to present back to the main room. Provide at least 3-5 experiences

Skills & Strengths

Highlighting Transferable Skills

Definition of Transferable Skills

- Transferable skills are abilities acquired from various experiences that apply across multiple jobs and industries effectively.

Examples of Key Skills

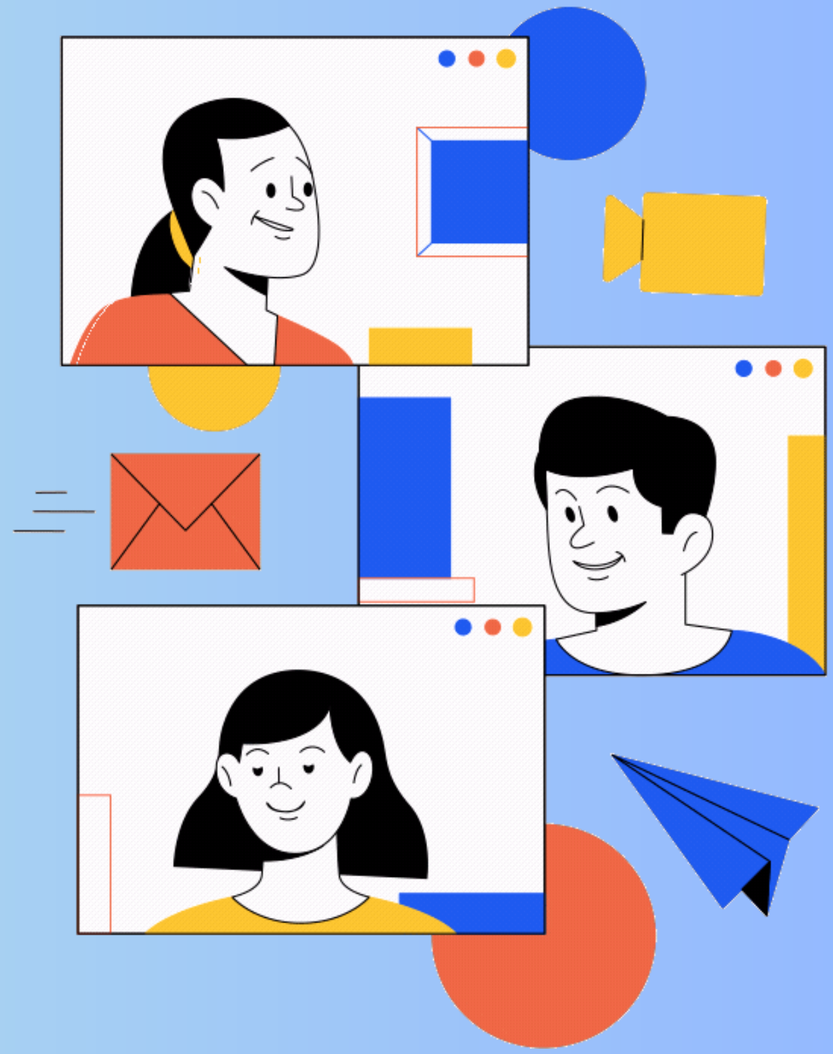
- Communication, teamwork, leadership, and problem-solving are common transferable skills developed through school, sports, and events.

Importance for Job Applicants

- Recognizing and articulating transferable skills helps applicants showcase adaptability and capability despite limited formal experience.

Reflective Activity for Skills

- Listing personal experiences and linking them to transferable skills helps youth recognize and articulate their strengths.



Common Mistakes

Avoiding Common Mistakes

Common Resume Errors

Typos, grammar mistakes, and missing contact info can make resumes appear unprofessional and reduce chances of success.

Seeking Feedback

Youth should seek mentor or career advisor feedback to improve resume quality and presentation.

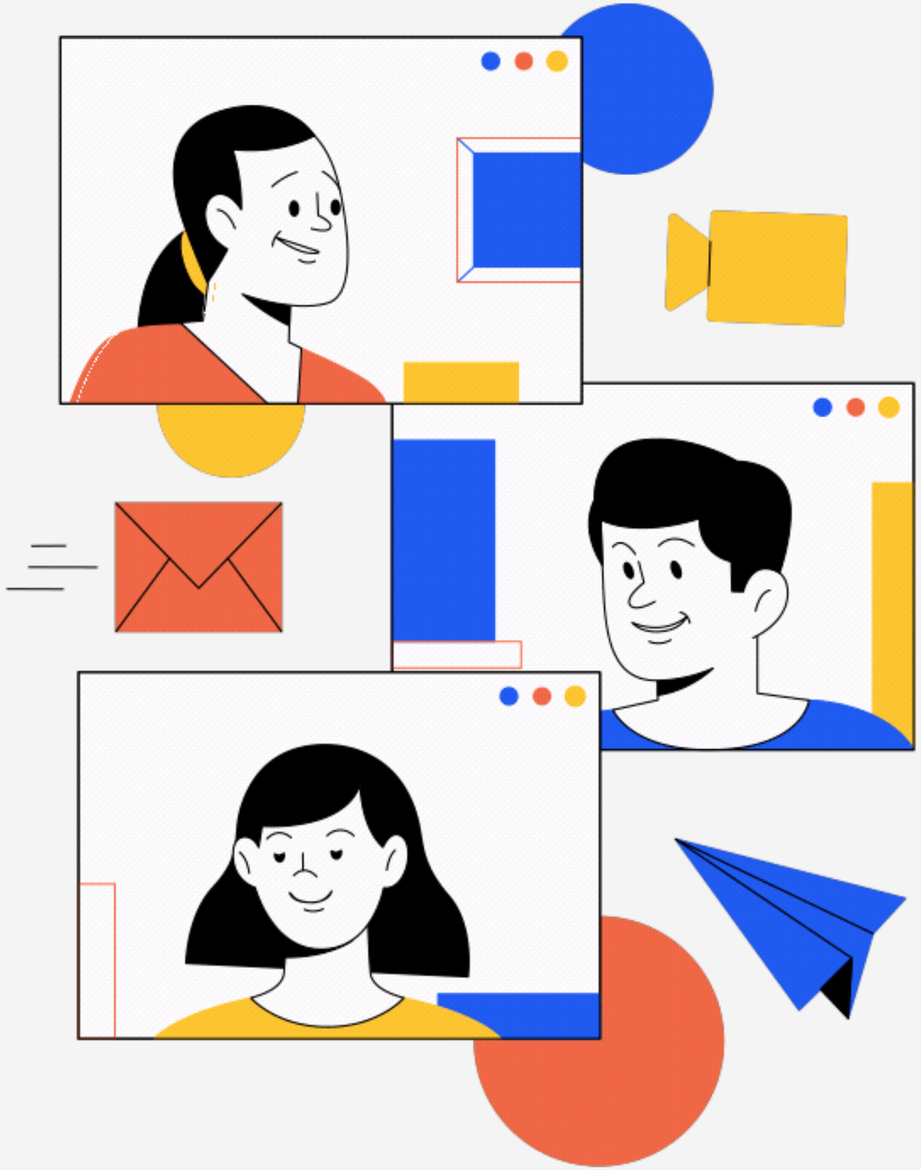


Focusing on Achievements

Listing accomplishments rather than duties showcases value and impact to potential employers effectively.

Importance of Tailoring

Using a generic resume for all jobs reduces relevance. Tailoring resumes increases employer interest and interview chances.



Thank you for attending!

Feel free to email at **branyakwofiea@gmail.com** for any questions or clarifications!

Resource Page

Writing resources — Resumés and job-related letters, Language Portal of Canada (Translation Bureau, Government of Canada) noslangues-ourlanguages.gc.ca

University of Winnipeg Career Services. Resume, CV and Cover Letter Assistance. Retrieved from https://www.uwinnipeg.ca/career-services/resume-cover-letter-assistance.html University of Winnipeg

University of Manitoba Career Services. Online Resume Book. (2021). Available at: https://www.umanitoba.ca/career-services/sites/career-services/files/2021-05/Online_Resume_Book.pdf umanitoba.ca

Dalhousie University Career Services Centre. Resume Samples. Retrieved from https://cdn.dal.ca/content/dam/dalhousie/pdf/careerservicescentre/csc_resume_samples.pdf

McMaster University Student Success. Resume Tips. Retrieved from https://studentsuccess.mcmaster.ca/resume-tips/#jobsearchCLR

Government of Canada, Job Bank — "How to write a good resume"
URL: https://www.jobbank.gc.ca/findajob/resources/write-good-resume