***The ISM IT Resume Guide***

**How to write a technical resume that’ll get you hired**

These resume tips work for all IT jobs that require skills in development (coding), business analysis and design, infrastructure and administration, implementation (system configuration and deployment), support, and/or IT management. The guidelines can also be used for more creative roles (graphic designer, UI designer, etc.), but there are also other options for those jobs which actually showcase visual or presentation skills.

**Some basic formatting rules:**

* We’re in Asia. Make sure the document size in Word is set as A4 (not "Letter").
* Use one font (per language) not a lot of different ones, and no more than two font sizes. A font size of 11 or 12 points is generally a good choice. Anything smaller than 10 is too small to read. You can use **bold** to highlight especially relevant words or phrases...but don't overdo it, or it loses its impact.
* Be consistent with spacing and alignment (**tip:** use tabs, not spaces to make sure paragraphs line up correctly). Using 6-point paragraph spacing between some sections (like between these bullets) can make the resume more readable without wasting space.
* Keep the overall layout simple and not too crowded. Leave some white space and use comfortable margins. Make it obvious where to look for information.

Unless you are asked for one, including a photo (at the top) is a personal decision. But if you do add a picture, do NOT make it an old, fuzzy picture in your graduation gown. It should be a clean, current, professional looking image (even if taken with your phone), showing either head and shoulders or just your face. Like a passport picture but not so formal - look confident, and don't be afraid to smile!

Save the resume as a pdf for sending to employers, but keep the Word version, because some companies and recruiters may request that.

Remember that the **purpose** of your technical resume is **to get you an in-person interview**. It does NOT need to be a deeply detailed document describing every program you have ever written, every course you've taken, every meal you've eaten... (Here's **another tip:** no one in HR will read it that carefully anyway). BUT keeping it short and sweet does NOT mean that you should leave out important, meaningful, and relevant information.

If you have just two or three jobs to describe, you can probably keep the resume to one page. If you have 10+ years of work experience, an effective summary might need two, or even three full pages, and that's OK. The important thing is WHAT you describe, not the length of the document.

**Don't include general phrases** like "team player". (Do you think any employer is ever looking for the opposite? Have you ever seen a job ad that says "must be an anti-social loner"?) On the other hand if you have actual team leadership experience, i.e. you've been responsible for the performance of a group, you've delegated tasks, mentored subordinates, etc., then definitely include that in your job descriptions.

**Read the sample resumes which follow the template** - see how they tell a story? With a list of core skills, a short and relevant summary, and just a few key examples in the description of each job, someone can quickly understand the "arc" of your career, your strongest skills, and whether or not you might be a good fit for a particular company and position.

**Firstname Lastname**

ชื่อ นามสกุล

Address where you live (not necessarily your tapien baan address)

(081) 555-5555

user@emaildomain.com

**CORE SKILLS** *List your key skills, starting with the strongest ones and grouping them on each line (or lines) by related context, such as technical, functional, industry knowledge, etc. For example:*

 Python, Java, Spring, Struts, Flutter, Agile development

 SAP FI/CO, Cognos, Oracle Financials

 Project Management, Business Analysis, Q/A, Testing

 Helpdesk Support, Remedy

Core Banking, Data Warehouse architecture

*You get the idea… do* ***NOT*** *include all your skills here, just the ones for which you have actual experience and for which you could specifically be hired. A typical candidate will have 3-4 lines, maybe more if there are many strong skills which cannot be easily grouped together.*

**Certifications:** *List any relevant certifications, for example:*

Scrum Master ***or*** PCEP ***or*** MCSE, CCNA ***or***PMP, PRINCE 2, etc.

*Write a* ***short*** *and* ***specific****, one-paragraph summary of what you* ***can*** *do and what you* ***want*** *to do. It can also be a summary of your “career arc”.* ***Do not write something meaningless*** *that anyone could say (such as: “I believe I could make a valuable contribution to your team”). See the examples on the following pages.*

**EXPERIENCE** *The layout of this section is important. It should be immediately obvious and easy for the reader to understand* ***where*** *you worked,* ***what*** *your positions were, and the dates* ***when*** *you were at each job. Start with your most recent job at the top and go backwards. Explain any major gaps which are not covered elsewhere (such as in the education section).*

02/19 – Present ***Job Title*** *at* ***Company Name****, followed by a short (less than a sentence) description of what the company does and where you worked. Then describe what your main responsibilities were****, being as specific as possible****. You can do this either with:*

* *One or two paragraphs for each job, using short sentences, or*
* *Bullet points which itemize specific accomplishments*

 ***Give examples*** *of your accomplishments! Mention management responsibilities, if any (e.g. how many people you supervised). Highlighting the most relevant* ***key words*** *is useful, but do not highlight too many. If there are abbreviations, especially technical ones that an HR (Human Resource) Manager wouldn’t recognize, write them out. If you need to use more than one page, insert your own page breaks or section breaks so you can control how it will look on screen and how it will print.* ***Avoid*** *any* ***complex formatting*** *(no tables, columns, colors, etc.)*

05/17 – 01/19 *The most recent 2-3 jobs should have the most detail. If you are relatively senior and have a long resume, you can keep the descriptions of what you did 10 years ago pretty short (but still mention the core responsibilities and any specific tools or systems you worked with in each job.*

**EDUCATION** *Type of degree and major*

 *College or University where you received it (and the year)*

 *Start with the more advanced degree, then go backwards*

 *If you had honors or other special achievements, an extra line is OK*

**PROFESSIONAL**

**TRAINING** *List any relevant courses or training you completed, including the place you received it (vendor, or school, etc.) and the year. One line for each course.*

**PERSONAL** *Companies are not supposed to discriminate because of age, but the reality is that at some point in the interview process you will be asked for your date of birth (for example on the company’s application form). They’ll figure it out anyway from your job history, graduation date, etc. But for compliance with Personal Data Protection laws, you don’t need to include it on your resume.*

 **Nationality:** Thai

 **Languages:** English (reading: good, spoken: fair)

 Japanese (spoken: good)

 *These days at least some English skills are required for most IT jobs. So it’s helpful to include your language abilities, but be honest.*

**Somchai Theptechnakorn**

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(081) 555-5555

somchai@emaildomain.com

**CORE SKILLS** Java, Spring, Struts

Java servlets, jQuery, MVC architecture

Broadleaf, KonaKart, Jira

I enjoy working in an Agile development environment, and am looking for a position where I can continue to increase my knowledge of Java-related technologies. My strongest experience is with **e-commerce applications**.

**EXPERIENCE**

02/19 – Present **Senior Developer** at **XYZ Shop**, an online retailer of kitchen accessories, based in Bangkok. Working in an **Agile** development environment, managed a small team creating **Java** modules for user-friendly product search and selection. Added features to make product search more intuitive, utilizing **Ajax** to provide smooth display of filtered results. Integrated third-party shopping cart software (**Broadleaf**) with local **payment gateway** processing to provide a seamless checkout process. Led weekly scrums and stand-ups.

 Worked closely with end users to understand functional business requirements and write specs for development teams. Participated in defining User Acceptance Testing (UAT) process, and selection of project management tools (**Jira**). Created user documentation.

05/17 – 01/19 **Developer** at **SoftApps Ltd.**, a Japanese-owned software house in Bangkok creating desktop and mobile apps for the travel and entertainment sector. Participated in the development of online ticketing systems, using **Java servlets** and **jQuery** to communicate requests between client and server-based functions. Some exposure to **iOS SDK** and **Objective-C**.

**EDUCATION** B.Sc., Computer Science

King Mongkut Institute of Technology, Lard Krabang (2017)

**PROFESSIONAL**

**TRAINING** E-Commerce Fundamentals – IBM Thailand (2019)

Intermediate Japanese (levels 1 and 2) – Pro Language (2018)

**PERSONAL** **Nationality:** Thai

 **Languages:** English (reading: good, spoken: fair)

 Japanese (spoken: good)

**Rachaneewan Kohmoonissara**

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**CORE SKILLS** Business Objects, QlikView, Cognos

SPSS, SAS, SQL-Server, SSRS

 ETL, DataStage, Oracle Data Integrator, Talend

I have over 6 years’ experience in **data analysis** and reporting, applying **statistical tools** to create useful and actionable information for business managers and C-level executives. I started my career doing **data cleansing** and **ETL**, then worked on **database design**, and **data mining**, and most recently as a team leader taking requirements from end users and building **“dashboard”** applications as well creating and presenting reports to senior executives.

**EXPERIENCE**

01/19 - Present **Senior** **Business Intelligence Analyst** at **ABC Insurance**, a large Thai underwriter of life and non-life insurance products, in Bangkok. Using **QlikView** and other tools, designed and developed **user dashboards** for display and analysis of call center productivity and claims processing. Ensured that data integrity was maintained in various **data warehouse** applications, and in cross-application **data extraction**.

 Interviewed end users to understand functional requirements for data analysis and presentation, then designed and led a team in building appropriate “**data marts**” using **SAS** to support those needs. Worked with graphic designer to create effective screen layouts and **user experience** for dashboard reporting tools. Maintained existing **reports** for internal use as well as for government-required output.

01/17 - 11/18 **Business Intelligence Developer** at **Shop Till You Drop**, a global vendor of BI solutions for the **retail industry**. Helped localize the company’s applications for the Thai market, including **user interface** and reporting output, as well as support for Thai-language search. Participated in design of new features requested by local users. The company closed its Thailand office after being acquired.

08/15 - 12/16 **Programmer / Analyst** at **Basic Information Services Ltd.**, a major mobile phone operator, in Bangkok. Worked with **DataStage** and other **ETL tools** to integrate billing data and customer usage data for marketing department. Created ad-hoc queries and reports using **SQL**.

**EDUCATION** B.Sc., Computer Science

King Mongkut Institute of Technology, Lard Krabang (2015)

**PROFESSIONAL**

**TRAINING** SAP Business Objects – SAP Thailand (2019)

Cognos Developer – IBM Thailand (2017)

SQL-Server – Microsoft Thailand (2016)

**PERSONAL** **Nationality:** Thai

 **Languages:** English (reading: good, spoken: good)