

# DEVELOPING A COVID READY RESUME

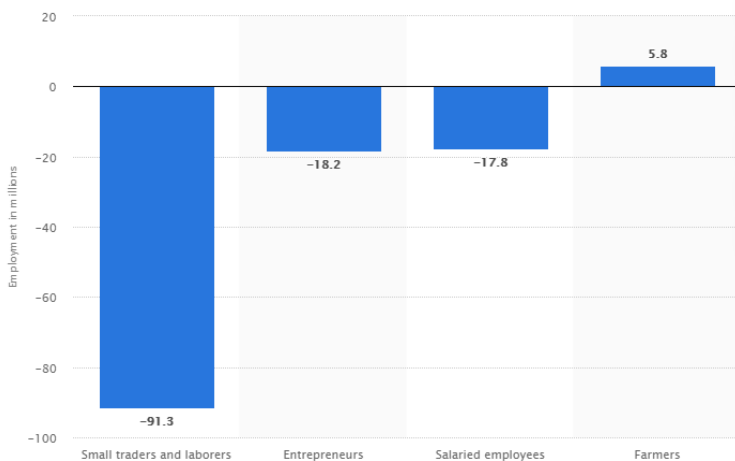
## A CASE STUDY



## Introduction

Hiring all over the world is in full swing, so are the job-seekers, but there are only a few who are going the right way with the right Resume. [Getsetresumes](#), being one of the top resume writing companies in India, is helping clients getting their dream jobs with CVs that are Covid ready and reach the interview table. In the last few months, we have developed numerous resumes, that seamlessly covered job gaps, and highlighted clients' top skills and relevant experience.

What follows is a detailed discussion on how we helped a client who was laid off during the pandemic by completely revamping his resume



### COVID-19 impact on employment in India 2020 by type

*Published by Statista Research Department, Oct 16, 2020*

Over 119 million Indians lost their jobs, including entrepreneurs and salaried workers. In contrast, agriculture saw an addition of five percent from farmers as compared to the fiscal year 2020.

## The Struggle

The pandemic gave a hard time to most salaried employees around the world, while some were totally out of work, some were over-worked, and some even did meager jobs to make the ends meet. The job market hit one of its worst lows ever, and the competition for a single position grew many-fold. After almost a year of shut-down, the economy is opening up, industry giants are hiring, but employment seekers are still higher than ever. In such a scenario, few questions pop up

- ✓ **What about my career gap?**
- ✓ **Will I get my desired job?**
- ✓ **Are my skills still relevant?**

## NOW IS THE TIME

This is the right time to start applying for your dream job. If you are wondering about how to create a resume in these testing times, here is how we helped a client who was laid off during the pandemic, by completely revamping his resume

## How we transformed Ramesh's Resume

**About Ramesh:** Ramesh is a software tester with about 8 years of experience. He has worked on multiple projects and has both on-site and off-shore experience across multiple geographies. He was laid off in Apr. 2020, as his employer was going through a cost-cutting process. After multiple failed attempts at job hunting, he came to us in November 2020, to get his resume tailored. Through our initial discussion with him, he laid out multiple tasks for us:

- **Presenting his career gap effectively**
- **Making the resume ATS friendly**
- **Conveying his strengths and his ability to generate results**
- **Providing his new resume before an approaching application deadline**

To deliver as per Ramesh's expectations, we simultaneously worked on content and the format.



## Appropriate use of graphics

We noticed that Ramesh had a **progressive and consistent career**, and decided to present this graphically. The idea was to convey his **dedication to the role**. The timeline was placed on the very first page to catch the reader's eye

We added some graphic elements to break the monotony of the text.

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**SENIOR TECHNOLOGY PROJECT MANAGER (Blockchain prospect vendor)**  
Software Quality Assurance Testing | STLC & STCC | Network Security | Cross functional Stakeholder Coordination  
14+ years of experience in STLC & STCC aspects in terms of Software Development, Functioned, Automation & Penetration Testing. Fulfilled the roles of Software Developer, QA Tester, Test Lead, Project Manager & Penetration Tester having completed end to end Technical & Project Management activities across domains including: ERP | Mobile Commerce | Cybersecurity | Desktop Support. Extensive on site experience across Australia, Africa, Kenya, Madagascar, Ghana & India. Offshore experience across: USA, UAE & India.

Australian citizenship with valid OCI granting full unreserved work rights in India; actively seeking roles in blockchain development across India.

**PROFESSORIAL SYNOPSIS** | **SKILLING PERIOD** | **Age 14 - Present**

Experiences in end to end testing & management of mCommerce products including Mobile Money Transfer, Mobile Banking (M-Banking), Mobile Vouchers, Coupons, Mobile Payments, In-application mobile phone payments done for Africa Africa on site clients based in Kenya, Madagascar & Ghana. Kenya.

Excel in both on-site & offshore Project Management of Global Clients through understanding of business requirements, technical enhancements, balanced resourcing, high quality delivery, issue generation, stakeholder communication, vendor and cross functional team management.

Experiences in Offshore Penetration Testing on web-based applications, networks and computer systems for client based in UAE whilst I was in Australia.

Certified by AST (Association of Software Testing) as a Foundations Certified Tester, Bug Advisory Certified Tester & Certified Test Instructor. The Association for Software Testing is dedicated to advancing the understanding of the science and practice of software testing according to Context Driven principles.

**CAREER CONTOUR**

ICT Support Technician | amaysim | Aspen | Homisco | Software Engineer  
Nov'15 - Jan'19 | Apr'14 - Nov'14 | Apr'11 - Oct'13 | Jul'07 - Feb'10

Penetration Tester | ANZ STADIUM | Functional QA Tester | amaysim | Customer Service Representative | Sholay Online | Lead QA Tester | La Muli Ani  
Jan'16 - Apr'20 | Dec'14 - Oct'15 | Nov'13 - Dec'13 | Feb'10 - Mar'11

Clients Served across (Onsite) Australia, Africa - Kenya, Madagascar & Ghana, India | (Offshore) USA, UAE & India

**Technical Proficiency**  
MS Office & Open Office, Windows Server 2008, 2012 & 2016, Windows Clients - Vista, Windows 7, 8 & 10, Red Hat Linux, Kali Linux, Ubuntu, Suse Linux, SOUP, MS SQL, Oracle 9i DB, MS SQL, Python, .NET & Java (J2SE), Javascript & Solidity.

Curriculum Vitae | Confidential | Page 1



## An impactful opening page

We focused on portraying the impact of his work, rather than listing down what he did. Instead of following a usual format with a summary and skill set, we created a comprehensive page directed towards showcasing

- What he has achieved so far
- What he is seeking
- What skills he developed during the gap period
- The geographies he covered

*We achieved these with the help of a very specific yet detailed headline, thoughtfully created sections, and strategic placement of data provided by the client*

**Summary:** The ATS optimized summary provided the much-needed context about Ramesh's profile and situation, simultaneously putting forth skills, impact, and experience. It also includes key highlights like location, certifications, and job-specific keywords

**The career gap:** The most crucial aspect of this resume is broken down to what Ramesh did and what he learned from it for the recruiter. Thus portraying how Ramesh has built himself for the new job market in blockchain technology while strengthening his foothold over testing

# The Experience Section

It is the section where you can convey how resourceful you were for your employer. This section generally includes figures, however, we had to optimize it as per Rakesh's profile. To start with we included all the basic aspects:

- **Job Title**
- **Dates Employed**
- **Employer and location**
- **Responsibilities**
- **Keywords**

Let's dig deeper:

- **Job Title, Dates Employed, Employer, and Location:** Not giving a lot of space to the section, we summed up the details in two lines, using formatting tools to set them apart. We followed reverse chronological order so that the reader can relate to the timeline we provided above.
- **Responsibilities and Keywords:** It was important for us to make sure that recruiters get the magnitude of Rakesh's work at a glance. We, therefore, stuck to precise one-liner bullet points.

**PROFESSIONAL EXPERIENCE**

**KPI's served across the tenure (Jul'07 – Mar'19):**

Team Leadership  Software Testing Life Cycle Management  Client Coordination  SDLC Management  Stakeholder Relationships  Mobile payments  M- Commerce  ERP Implementation  End User Training  User Acceptance Testing  Process Modelling & Improvement  Service Delivery  Quality Assurance  Agile, & SAFe Methodology  Backend Testing  Test Strategy & Planning  Process Improvement Program  Enterprise Architecture  Solution Design & Implementation  Change Management  Information Systems Strategy  Agile Methodology

**Penetration Tester**  
Telcom Live Content FZC - Sharjah, UAE | Jan'16 – Apr'20 (Remotely worked from Australia)

- Performed formal penetration tests on web-based applications while liaising with Homisco, a previous association from a decade ago; designed & created new penetration tools and tests.
- Searched for vulnerabilities in web applications, fat/thin client applications and standard applications while initiating and implementing methods that attackers could use to exploit weaknesses and logic flaws; defined requirements for information security solutions.
- Employed social engineering to uncover security holes (e.g. poor user security practices or password policies).
- Incorporated business considerations (e.g. loss of earnings due to downtime, cost of engagement, etc.) into security strategies; researched, documented and discussed security findings with management and IT teams.
- Enhanced the existing methodology of material and supporting assets while working on security services, and fixing security issues.

**ICT Support Technician**  
ANZ Stadium – Sydney, Australia | Nov'15 – Jan'19

- Assisted Gold & Platinum members with their membership details and event related information to ensure 100% resolution.
- Diagnosed EFTPOS terminals and associated hardware without escalation to Level 2 of IT Support as well as 3rd party apps on mobile & tablet devices for internal and external customers wishing to use the stadium facilities to access such apps.
- Assisted members with booking of tickets on Ticketek's platform while maintaining adherence to scheduled start, finish and break times; followed escalation procedures for transfer of customers to team leaders and technical groups.

**Functional QA Tester**  
Amaysim – Sydney, Australia | Dec'14 – Oct'15

- Collaborated with a team of 9 for end to end implementation of newly launched 4g products with Amaysim in a continuous integration environment.
- Migrated existing grandfathered 3g Amaysim telco products onto the new 4g platform and performed penetration testing for backwards compatibility of the web application and network while building manual and automated test cases.
- Created, maintained and executed test plans and test cases; utilised Selenium WebDriver and SOAP UI for testing and automation.
- Developed SQL scripts in Oracle SQL to fetch values from backend database and generated transaction reports through those queries.

## IN A NUTSHELL

- ❖ Using an apt format to convey the strengths
- ❖ Don't miss out on personal details
- ❖ Be clear about the role you are seeking
- ❖ Effectively utilize formatting tools
- ❖ Cut off the fluff
- ❖ Highlight impact
- ❖ Map present skills with job requirements

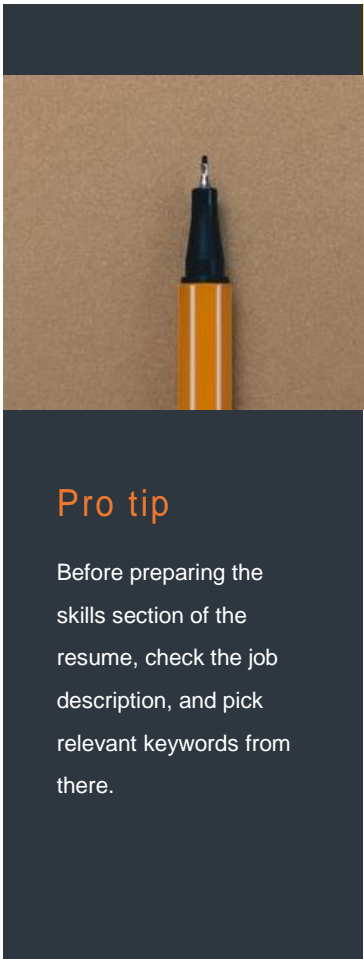
# Did we forget the Competencies section?

## We didn't!

The core competencies section also called the skillset section, is the most precise yet informative part of the resume. It not only plays an important role in improving ATS visibility but is also an effective use of space.

- **Soft skills:** Soft skills are not industry-specific. Transferable and universal in nature, they include communication, presentation, decision making, empathy, coordination and more. These are immune to industry trends and help you throughout your career
- **Hard skills:** These are specific abilities acquired through education or profession. They are different across industries and evolve with time. One needs to be updated with them as per changes in industry requirements

Coming back to *Ramesh's case*, we picked the most relevant ones and strategically placed them before detailing his experience, thereby summarizing what he brings to the table.



### Pro tip

Before preparing the skills section of the resume, check the job description, and pick relevant keywords from there.

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## EDUCATION

This cannot be missed, even if you are one of the key decision-makers of your company. It chiefly contains

- Degree
- School
- Marks
- Year of completion
- Academic Achievements

Apart from the basic information, you can also include certifications, technical skills, courses, licensures, and training



# What we followed for Ramesh's Resume

His recent courses were of more importance than his formal college education.

## What's in?

- We created a brief section, missed out on details like score and year because they are not relevant
- Clubbed certifications and technical skills to the education

## Where?

- Placed it above the career section to draw attention to important courses and technical skills

## Note

Education is not the heart of the resume for senior professionals, information like scores and high school details can be completely removed

The final Resume was a complete transformation from the client's original one. The post-covid version was more result-oriented, specific, and attractive. Continuous consultations with the client to understand his expectations and effective use of language and design elements for the resume led the client to get his dream job in a congested market.

