Introduction

(5 minutes)

Introduction

Welcome to Upword Resume! We are a full-service, custom resume-writing company focused on delivering resumes that show an applicant's unique value and brand, not just past work experience.

At Upword Resume we know a new job isn't just about the paycheck—it's a key to a fulfilling and prosperous life. But before our clients land the job, they need a resume that gets them past screeners and into interviews where they can outshine the competition. That's where you come in. As an Upword Resume writer, you'll create professional, targeted resumes, cover letters, and LinkedIn profiles that help our clients advance their careers.

We hired you for your strong writing skills, but you may be unfamiliar with the specifics of resume writing and Upword Resume's best practices. This Quick Start Onboarding course contains content that is essential for you, our new writer, to understand before serving your first client. Other training courses are available as needed.

Navigation

When you are done with each page the lesson will automatically be marked as completed. Use the **Next** and **Previous** links at the bottom of the page to navigate. You can also use the **Contents** section on the left side of the page to navigate.

Accessibility

Closed captioning is available for each video for on-screen viewing. If you require a transcript, please view the videos directly on youtube.com by clicking the "Watch on YouTube" link on each video.

Course Goals and Objectives

Instructional Goal

When you have completed this course, you will be able to write resumes for clients following Upword Resume best practices.

Instructional Objectives

As part of that goal, you will be able to achieve the following objectives:
1. Understand the unique benefits Upword Resume offers clients.
2. Demonstrate how to track a client project on monday.com.
3. Prepare appropriate questions to ask a client during the consultation call to uncover a client's personal brand.
4. Name the five main sections of a resume and describe what is contained in each.

Course Layout

The Quick Start Onboarding course contains four lesson modules:
- What We're Selling
- Connecting with a Client
- Writing a Resume
- Resume Completion

Each module contains video lessons that are followed by a short comprehension quiz.

In addition, there will be three hands-on activities that you will complete with the help of an Upword Resume mentor:
1. Evaluating a client call
2. Writing a client resume
3. Resume final draft

Table 1.
Course Layout

Module	Objectives	Lessons	Assessments
What We're Selling	• Understand the unique benefits Upword Resume offers clients • Demonstrate how to track a client project on monday.com	• Who We Are: The philosophy behind what Upword Resume offers clients • How to Track Clients: Using monday.com project management software	• Comprehension Quiz
Connecting with a Client	• Prepare appropriate questions to ask a client during the consultation call to uncover a client's personal brand	• Prepping for a Client Call: Asking the right questions • The Targeted Resume: Uncovering a client's personal brand and two magic questions	• Comprehension Quiz • Hands-on Activity 1: Evaluating a client call
Writing a Resume	• Name the five main sections of a resume and describe what is contained in each	• Resume Walk-through: Anatomy of a killer resume	• Comprehension Quiz • Hands-on Activity 2: Writing a client resume
Resume Completion	• Write resumes for clients following Upword Resume best practices	• Work with your mentor to complete your resume final draft	• Hands-on Activity 3: Resume final draft

Your mentor is always available to work with you on the hands-on activities and answer any questions you might have.

Let's get started!

What We're Selling

(20 minutes)

Introduction and Objectives

Overview

This module will introduce you to Upword Resume and explain the services we offer to our clients. It will also give you an overview of our client tracking system so that you will be ready to jump right in once you complete this course.

Objectives

When you are finished with this module, you should be able to:
- understand the unique benefits Upword Resume offers clients.
- demonstrate how to track a client project on monday.com.

Steps

Please complete the following:
1. Watch the video: Who We Are: The philosophy behind what Upword Resume offers clients
2. Watch the video: How to Track Clients: Using monday.com project management software
3. Take the Comprehension Quiz

Who We Are: The philosophy behind what Upword Resume offers clients

Upword Resume is about more than just selling resume writing services. We're selling personal connection, reassurance, abundance, and transformation. We give our clients confidence, clarity, and direction. Please watch the video below to learn more about the philosophy behind Upword Resume.

Video location: [Who We Are: The philosophy behind what Upword Resume offers clients](#)

How to Track Clients: Using monday.com project management software

Upword Resume uses the monday.com project management software to keep track of our clients, our projects, our deliverables, and our availability. This short video will give you an overview of the platform and get you ready to start tracking your own projects.

Video location: [How to Track Clients: Using monday.com project management software](#)

Comprehension Quiz

Please answer the following questions based on the information you learned in this module.

What of the following is not what we are selling?
- ☒ Listening
- ☒ Resolution of Fears
- ☒ Abundance
- ☑ Experience

What should you do if the client acts inappropriately?
- ☒ Put up with mistreatment
- ☒ Respond unprofessionally
- ☑ Contact your team lead
- ☒ Ignore the inappropriate behavior

What is included in the Elevate package?
- ☒ Resume
- ☒ Cover Letter Template
- ☒ LinkedIn Profile
- ☑ All of the above

How many emails will you receive when you are assigned a new project?
- ☒ 1
- ☒ 2
- ☑ 3
- ☒ 4

Connecting with a Client

(100 minutes)

Introduction and Objectives

Overview

Now that you have an idea about what Upword Resume stands for and can track a client project, it's time to learn how to connect with a client. In this module we'll teach you what questions to ask to capture their personal brand and plan their customized content.

Objectives

When you are finished with this module, you should be able to:
- prepare appropriate questions to ask a client during the consultation call to uncover a client's personal brand.

Steps

Please complete the following:
1. Watch the video: *Prepping for a Client Call: Asking the right questions*
2. Watch the video: *The Targeted Resume: Uncovering a client's personal brand and two magic questions*
3. Take the Comprehension Quiz
4. Complete Hands-on Activity 1: Evaluating a client call

Prepping for a Client Call: Asking the right questions

One of the best ways to prepare for a new client is to look over their current resume or work experience. This will give you an idea of their work history and let you come up with clarifying questions to discuss during your initial call.

Video Location: [Prepping for a Client Call: Asking the right questions](#)

The Targeted Resume: Uncovering a client's personal brand and two magic questions

What differentiates a great resume from an okay resume? A sharp focus. A client's targeted resume uniquely aligns with their career goals and spotlights their special sparkle—that thing that differentiates them from other candidates with similar career backgrounds.

Video Location: [The Targeted Resume: Uncovering a client's personal brand and two magic questions](#)

Comprehension Quiz

Please answer the following questions based on the information you learned in this module.

What should you refer back to before starting on the Summary section of a resume?
- ☒ Client's objectives
- ☒ Conversation transcript
- ☑ Worksheet and job posts
- ☒ All of the above

What is the purpose of the two magic questions?
- ☑ To frame the overall messaging/branding of the resume
- ☒ To learn more about the client
- ☒ To make the client feel connected to you
- ☒ There is no purpose for the two magic questions

Other than gathering data and information in the client calls, what else are you identifying?
- ☒ What they are looking for
- ☒ What they are trying to accomplish
- ☒ What makes this client special
- ☑ All of the above

What can you do to get ready before a client call?
- ☒ Show up to the client late
- ☑ Prepare questions for the call
- ☒ Delete unnecessary information
- ☒ Ignore the client's needs

Hands-on Activity 1: Evaluating a client call

In this hands-on activity, you will be watching a video that was recorded during a call with our client, Ryan, for our trainee, Patrice. You will notice that we have already done a lot of pre-call evaluation so we show up prepared. While you are listening to the call, keep in mind what you have already learned in this course and make notes about what questions we are asking Ryan to uncover his personal brand and target his resume.

Video location: [Client Call with Ryan Bates for Patrice Shadow](#)

Submission

After listening to the call, please answer the following questions. Write and save the answers on a separate document to refer to later, then copy the answers into the text boxes below.

How did the writer reassure the client when they were uncertain?

How did the writer direct the call? What were the two magic questions that they asked?

What was the client's special sparkle?

Writing a Resume

(105 minutes)

Introduction and Objectives

Overview

You've successfully connected with your client and know how you want to approach their content. In this module we will walk you through the main parts of a resume and give you tips on writing them effectively.

Objectives

When you are finished with this module, you should be able to:
- name the five main sections of a resume and describe what is contained in each.

Steps

Please complete the following:
1. Watch the video: *Video Walk-through: Anatomy of a killer resume*
2. Take the Comprehension Quiz
3. Complete Hands-on Activity 2: Writing a client resume

Resume Walk-through: Anatomy of a killer resume

In this video, we'll show you the main components of a strong resume and their purpose. The goal is to quickly identify the applicant—who they are, what they do, and what value they will bring—and to make them interesting enough that the reader wants to keep reading.

Video Location: [Resume Walk-through: Anatomy of a killer resume](#)

Comprehension Quiz

Please answer the following questions based on the information you learned in this module.

What is ATS?
- ☒ A system that helps build resumes
- ☒ A person who is creating the resume
- ☑ A system that scans and reads the submitted resume
- ☒ A person who is reviewing the resume to hire or reject the applicant

The five main sections of a resume are: heading, summary, work experience, education, and skills.
- ☑ True
- ☒ False

Hands-on Activity 2: Writing a client resume

So, you've just finished your initial call with your client and completed your evaluation. Now it's time to start writing!

The client provided his **Original Resume** for you to use to create a targeted resume for him using the supplied **New Resume Template**. We have also linked the **Client Call** from the previous hands-on activity for your reference.

When you are finished, email the resume draft to your mentor for their feedback.

File Location: HOA2_ClientOriginalResume.docx
is locally hosted on the LMS and available via e-mail on request.

File Location: HOA2_NewResumeTemplate
is locally hosted on the LMS and available via e-mail on request.

Video location: Client Call with Ryan Bates for Patrice shadow

Submission:

Write the date and time your resume first draft was sent to your mentor for review in the space below.

Resume Completion

(60 minutes)

Introduction and Objectives

Overview

Now that you've received feedback on your original resume draft from your mentor, you can incorporate those comments into a final product.

Objectives

When you are finished with this module, you should be able to:
- write resumes for clients following Upword Resume best practices.

Steps

Please complete the following:
1. Complete Hands-on Activity 3: Resume final draft

Hands-on Activity 3: Resume Final Draft

Now that you have received feedback from your mentor, prepare a final draft of the resume incorporating that feedback and the resume writing tips you have learned in this course.

When you are finished, email the resume draft to your mentor for their feedback.

Submission

Write the date and time your resume final draft was sent to your mentor for review in the space below.

Conclusion and Course Evaluation

(10 minutes)

Conclusion

Congratulations on completing the Quick Start Onboarding course! By now you should understand Upword Resume and our philosophy and client offerings and know how to effectively connect with our clients and deliver great customized content following Upword Resume best practices! Your mentor will be in contact with you shortly to get you started.

We are excited to work with you!

Course Evaluation

We value your opinion and strive to make our training clear, concise, and effective. Please answer the following course evaluation questions.

On a scale of 1-5, how much do you agree with the following statements:
1=strongly disagree, 2=disagree, 3=neither agree nor disagree, 4=agree, 5=strongly agree

_____ The Quick Start Onboarding course was relevant to me as a new hire.

_____ I enjoyed participating in the Quick Start Onboarding course.

_____ I feel prepared to begin writing for clients.

_____ My mentor provided helpful feedback on the hands-on activities.

Now, please feel free to give feedback about the Quick Start Onboarding course. We'd love to hear what you liked and how we can improve.

What did you particularly enjoy about the Quick Start Onboarding course?

What do you think are areas for improvement in the Quick Start Onboarding course?

Is there anything else you'd like to add?

Thank you for providing your valuable feedback.