



Resume & Cover Letter Guidelines



Welcome!

Thank you for your interest in working at the Toronto Transit Commission (TTC). Whether you're launching your career or bringing years of experience, a well-crafted resume is essential to making a strong first impression.

This guide outlines best practices for creating a resume that effectively highlights your qualifications and aligns with the requirements of the role you are applying for.

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Tailor Your Resume

- ❑ Read and Analyze the Job Posting
- ❑ Customize your Resume for Each Job Application
- ❑ Incorporate relevant keywords
- ❑ Align your experience, skills, qualifications and accomplishments

Reading and analyzing the job posting will help you grasp what the positions entails, helping you to determine whether the position is a good fit!

Resume Format and Structure

- ❑ **Resume Length:** 1-2 pages
- ❑ **Font:** Choose a professional font like Arial or Calibri, size 11-12
- ❑ **Margins:** Use standard 0.5-to-1-inch margins for readability
- ❑ **Section Headers:** Bold and enlarge each section header to size 14-16

Key Tips:

- ✓ Maintain consistent formatting for headings, dates, and spacing.
- ✓ Ensure sufficient white space to enhance readability.

Dos & Don'ts of Resume Writing

DO



- ✔ Review for typos and grammar errors
- ✔ Ensure consistent formatting
- ✔ Use clear and concise language
- ✔ Provide honest, accurate information

DON'T



- ✘ Include any personal information (i.e. personal photo, date of birth, marital status, social insurance number)
- ✘ Copy and paste the exact wording from the job posting
- ✘ Include irrelevant jobs or outdated skills
- ✘ List references (use “Available upon request” if needed)

Key Sections to Include

- Personal and Contact Information
- Professional Summary
- Education & Certifications
- Skills Summary
- Work Experience
- Additional Relevant Experience

Contact Information

- Full name
- Phone number
- City, Province, Postal Code
- Professional Email Address
- LinkedIn and/or Indeed Profile

Professional Summary

- Your top and relevant qualifications
- Years of relevant experience
- Relevant quantifiable achievements
- Licences, specialized training, or formal credentials

BEST PRACTICE:

This section can be in point form, or a 3-5 sentence paragraph. Tailor and align your summary to the specific job posting and focus on your most relevant skills, experience, and qualifications.

Education & Certifications

- ❑ List in reverse chronological order with your most recent first:
 - ❑ Diploma and/or degree name and major
 - ❑ Institution name and location
 - ❑ Graduation date or the expected graduation date if ongoing

- ❑ List any academic achievements, scholarships or other accolades


- ❑ List any industry recognized credentials, licenses and awards (e.g. PMP, P.Eng., Certificate of Qualification/Red Seal, etc.)
 - ❑ The name and awarding organization
 - ❑ Date of achievement

Skills Summary

- ❑ **Technical Skills:** Acquired through education, training and on-the-job experience; including tools, software, or specialized knowledge (e.g., AutoCAD, graphic design, machine operating, etc.)
- ❑ **Behavioral Skills:** Interpersonal and workplace abilities (e.g., leadership, collaboration, communication, etc.)
- ❑ **Transferable Skills:** Skills and/or knowledge gained in other roles that are relevant to the position (e.g., Project Management, problem solving, etc.)

Work Experience

- ❑ List in reverse-chronological order with your current or most recent experience first:
 - ❑ Your job title and department
 - ❑ Company name (in bold)
 - ❑ Dates of employment
 - ❑ Describe your experience



Key Tip:
Always tailor your
experience to the
requirements of the job

Additional Relevant Experience

- Languages: Specify verbal and written proficiency
- Awards and Certifications
- Volunteer Experience or Community Involvement
- Professional Memberships or Affiliations
- Projects or Publications

What's a Cover Letter For?

A cover letter is a short document you send with your resume when applying for a job. It helps you:

- Introduce yourself.
- Show why you're a good fit for the job.
- Share your interest in the role.
- Make a strong first impression.
- Highlight anything unique about you.

Key Tips to Writing a Great Cover Letter

- ❑ **Learn About the TTC:** Visit our website to understand what we do and what we care about.
- ❑ **Customize It:** Write a new letter for each job. Mention the company name and job title.
- ❑ **Match Your Resume:** Make sure the skills and achievements you mention are also in your resume.
- ❑ **Keep It Short:** One page is enough. Be clear and to the point.
- ❑ **Check for Mistakes:** Read it carefully to fix any spelling or grammar errors.

Dos & Don'ts of Cover Letter Writing

DO



- ✔ **Use the hiring manager's name if you know it**
- ✔ **Sound positive and enthusiastic. Grab attention right away**
- ✔ **Show real interest in the job and the company**
- ✔ **Explain how your skills match the job and how you'll help the team**
- ✔ **Focus on your best qualities.**
- ✔ **End with a polite thank-you**

DON'T



- ✘ **Repeat your resume word for word**
- ✘ **Include irrelevant experience**
- ✘ **Exceed one page in length**

