

英文レジュメ参考資料集

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1. Competencies 能力をアピールする表現例

参考 : Performance Management Consultants

<http://www.pmctraining.com/forms/index.asp?tid=154>

COMPETENCIES (in alphabetical order):

1. Achievement/Results Orientation

Achieving efficient, timely, quality results by directing efforts on expected outcomes while providing exemplary client service within expected timeframes.

Behaviours include:

- Addressing immediate client needs
- Managing job expectations
- Planning for action
- Having a strategic overlook
- Maintaining client contact to ensure outputs are on track
- Providing added value
- Providing seasoned advice to enhance results
- Ensuring continued service excellence

2. Adaptability/Flexibility

Willingly adapting to constantly changing circumstances while maintaining a corporate perspective. Engaging in continuous learning, adjusting the application of knowledge, skills and abilities while addressing new challenges as contextual realities change.

Behaviours include:

- Demonstrating flexibility
- Adapting to the situation
- Adapting to widely varied needs
- Adapting plans and goals
- Adapting organizational strategies

3. Analytical Thinking

Using a logical reasoning process to break down and work through a situation or problem to arrive at an outcome.

Behaviours include:

- Recognizing fundamental elements of a situation
- Clarifying the situation
- Examining the facts and making assumptions
- Evaluating, interpreting and integrating

4. Change Management & Leadership

Instilling, implementing and dealing with change, challenges and ambiguity while also balancing the need for change with the need for continuity. Includes delivering the message of change and creating an environment that inspires people to change.

Behaviours include:

- Recognizing the need to change
- Helping and informing others
- Promoting and building commitment for change
- Managing the change process
- Championing and leading change

5. Client Service

Anticipating and responding to needs and demands of clients (both internal and external).

Behaviours include:

- Understanding service role
- Consistently meeting needs
- Anticipating changing needs
- Creating partnerships

6. Communication

Using language as a flexible tool to share and collect information, exchanging ideas and openly exploring a variety of perspectives adjusting style and content to each unique individual, audience and circumstance.

Behaviours include:

- Communicating clearly
- Clarifying understanding
- Reading subtleties
- Adapting message to audience
- Communicating for results
- Fostering two-way understanding
- Communicating strategically
- Communicating complex messages

7. Computer Use

Using computers and other forms of technology.

Behaviours include:

- Using different forms of technology such as cash registers and fax machines
- Using word processing software

- Sending and receiving e-mails
- Creating and modifying spreadsheets
- Navigating the Internet

8. Conflict Resolution

Facilitating the prevention and/or resolution of conflict while preserving working relationships.

Behaviours include:

- Noticing conflict
- Addressing conflict as it happens
- Preventing conflict or resolving conflict in a proactive manner
- Creating a working environment where conflict leads to positive change

9. Creative Thinking

Discovering new opportunities and solutions for problems by looking beyond current practices and using innovative thinking.

Behaviours include:

- Knowing when a new approach is required
- Importing a solution from outside current work environment
- Modifying a solution from outside current work environment
- Creating a new solution

10. Decision Making/Decisiveness

Making and taking responsibility for, and demonstrating commitment to appropriate decisions in a timely manner. Ensuring that decisions are made based on policies, rules and organizational directives and solving the emerging problems.

Behaviours include:

- Making decisions where necessary information is available
- Making decisions when faced with some missing/unclear information
- Making decisions when significant information is incomplete and/or ambiguous
- Making strategic decisions in a very ambiguous situation
- Having broader perspectives
- Looking at different options
- Importing solutions
- Integrating approaches into complete solution
- Creating new concept models
- Analyzing issues to separate cause from symptoms
- Using negotiating techniques
- Considering human and environmental impacts
- Including concerned parties
- Anticipating and presenting change positively

11. Dealing with Difficult Situations

Keeping one's emotions under control and restraining negative responses when provoked, or when faced with opposition or hostility from others.

Behaviours include:

- Maintaining composure
- Responding calmly in emotionally charged situations

- Remaining calm when provoked and taking action to calm others
- Withstanding a personal attack or threat

12. Document Use

Finding, understanding or entering information (e.g. text, symbols, numbers) in various types of documents, such as tables or forms.

Behaviours include:

- Reading signs, labels or lists
- Understanding information on graphs or charts
- Entering information in forms
- Creating or reading schematic drawings

13. Engagement

Mobilizing people, organizations and partners in developing goals, executing plans and delivering results. Laying the groundwork for success by building coalitions with key players and building momentum by communicating clearly and consistently. Using negotiation skills and adaptability to encourage recognition of joint concerns, collaboration and to influence the success of outcomes.

Behaviours include:

- Developing and cultivating effective relationships
- Motivating teams
- Collaborating with strategic alliances
- Building support through influence and negotiation
- Removing barriers to collaboration
- Communicating with and encouraging candour and clarity
- Demonstrating and eliciting trust
- Actively listening
- Creating an open, positive environment
- Fostering enthusiasm and common purpose

14. Evaluation

Understanding and applying formal evaluation methodologies such as those used in the fields of pure and applied sciences, computer science, education, psychology, law accounting, business or quality assurance.

Behaviours include:

- Systematically collecting valid, reliable and pertinent information in order to make judgments
- Analyzing information in order to provide an evaluation of proposed recommendations
- Providing recommendations for decision-making

15. Impact/Influence

Gaining others' support for ideas, proposals and solutions, and getting others to take action to advance work objectives.

Behaviours include:

- Providing the facts
- Personalizing the facts

- Influencing through linking with other initiatives
- Building coalitions

16. Innovation/Initiative

Using information from a variety of sources, identifying immediate action needed to address current issues, seizing the opportunity to enhance performance and advance horizontal/vertical goals. Attending to imminent issues while maintaining an awareness of emerging opportunities.

Behaviours include:

- Identifying immediate action needed
- Addressing current issues
- Addressing imminent issues or opportunities
- Seizing opportunities to enhance organizational performance/advancing organizational goals
- Addressing future opportunities

17. Interpersonal Relations

Establishing and maintaining harmonious professional relations by demonstrating respect for and sensitivity to others.

Behaviours include:

- Demonstrating flexibility
- Demonstrating professionalism
- Managing sensitive situations
- Building mutual trust
- Being reliable, consistent and credible
- Recognizing diversity and differences
- Putting in place conditions conducive to respect for all individuals and teams

18. Leadership

Creating a working environment that promotes and encourages team members' participation to attain common and individual objectives.

Behaviours include:

- Leading by example
- Going beyond
- Positioning self as leader
- Developing compelling vision

19. Learning Support/Continuous Learning

Creating a learning environment by promoting training and professional development.

Behaviours include:

- Discussing needs, objectives and interests
- Using performance review as a tool
- Being familiar with adult learning techniques such as mentoring and coaching
- Encouraging employees to take responsibility for their learning and development
- Encouraging academic learning as a means of developing competencies
- Recognizing knowledge and skills acquired

- Providing environment where employees can further develop their skills
- Recognizing employee potential

20. Management Excellence

Maximizing organizational effectiveness and sustainability with action, people and financial management. Ensuring people have the support and tools they need and that the workforce as a whole has the capacity and diversity to meet current and long-term organizational objectives. Implementing rigorous and comprehensive human and financial resources accountability systems. Ensuring integrity and management of information at all levels.

Behaviours include:

- Leading organizational change
- Committing to a course of action
- Making decisions, initiating urgent actions
- Providing clear direction on priorities
- Building accountability and value
- Exercising oversight in a broad-based service culture
- Implementing strategies to achieve operational efficiencies
- Building, operating and monitoring systems for financial information management
- Acting on audit, evaluation and other performance information
- Giving clear honest feedback
- Building, managing and sustaining positive relationships
- Fostering management excellence by example and leadership, information sharing and support
- Applying judgment and in-depth understanding of department specific contexts
- Strategic thinking
- Being credible
- Having experience
- Being practical
- Grounded in good judgment
- Sound technical expertise

21. Negotiating Techniques

Understanding and applying the principles, practices and techniques related to negotiation, with external and internal clients/personnel/stakeholders.

Behaviours include:

- Devising and executing negotiating strategies
- Cooperating toward satisfactory solutions to the extent possible, given existing policies, laws, etc.

22. Numeracy

Using numbers and thinking in quantitative terms to complete tasks.

Behaviours include:

- Making calculations
- Taking measurements
- Performing scheduling, budgeting or accounting activities
- Analyzing data
- Making estimations

23. Organizational Knowledge

Understanding the role of the department and job functions within the public service.

Behaviours include:

- Understanding departmental vision, mandate and direction
- Recognizing roles to achieve objectives
- Understanding role of central agencies
- Being familiar with processes and their impact on the Public Service
- Creating partnering opportunities to build networks

24. Planning/Organizing

Supporting the organization in meeting its business deliverables through its employees

Behaviours include:

- Planning, organizing and/or monitoring one's own work or the work of others to ensure achievement of desired results
- Identifying and/or assigning resources (human or other resources) for one's self or the team to meet objectives in optimal fashion
- Establishing goals and objectives that align with the Corporate Business Plan and meeting the needs/targets set by their work area
- Reporting on results to promote accountability and taking action as appropriate

25. Policy Development

Recognizing a need for written policy and providing professional, non-partisan advice to a problem or situation that has been identified which affects people and which is seen as requiring some form of government involvement.

Behaviours include:

- Researching, analyzing and evaluating issues/situations
- Developing tools and options
- Preparing papers/reports and presentations
- Communicating recommendations to government decision-makers
- Problem solving
- Partnership building
- Teamwork

26. Problem Solving

Ensuring that decisions are made based on policies, rules and organizational directives and solving the emerging problems.

Behaviours include:

- Having broader perspectives
- Looking at different options
- Importing solutions
- Integrating approaches into complete solution
- Creating new concept models
- Analyzing issues to separate cause from symptoms
- Using negotiating techniques
- Considering human and environmental impacts
- Including concerned parties
- Anticipating and presenting change positively

27. Project Management

The discipline of planning, organizing, and managing resources to bring about the successful completion of a specific project.

Behaviours include:

- Initiating, planning, executing, controlling and closing projects
- Identifying the key activities, dependencies and milestones in a project
- Developing critical paths, monitoring and reviewing impacts of performance or changes
- Scheduling resources and assigning tasks to meet project objectives
- Using specialized project management methodology and tools
- Managing project costs and/or deliverables
- Reporting on results and/or lessons learned

28. Promotion

Encouraging the progress, growth, or acceptance of something.

Behaviours include:

- Projecting positive image
- Creating relationships
- Obtaining buy-in
- Identifying marketing strategies
- Creating opportunities

29. Public Speaking/Presenting

The act, art, or process of making effective speeches before an audience.

Behaviours include:

- Selecting and structuring information
- Communicating in the clearest, most engaging manner possible
- Capturing the audience's attention
- Projecting self confidence
- Commanding respect

30. Reading

Understanding materials written in sentences or paragraph (e.g. letters, manuals).

Behaviours include:

- Scanning for information or overall meaning
- Reading to understand, learn, critique or evaluate
- Analyzing and synthesizing information from multiple sources or from complex and lengthy texts

31. Relationship/Network Building

Building and maintaining effective and constructive working relationships, partnerships or networks of contacts with people who are, or might someday be, instrumental in achieving work-related goals.

Behaviours include:

- Maintaining current working relationships
- Creating new working relationships

- Networking to address future issues
- Strategically expanding network

32. Risk Management & Assessment

Applying a logical step-by-step process to protect, and consequently minimize risks to, the government's property, interests and employees.

Behaviours include:

- Identifying and assessing risks and the entities exposed to and in control of the risks
- Minimizing risks and their cost
- Containing the effects of any damaging or harmful incident
- Compensating or restoring and recovering in the event of an incidents
- Providing feedback of information as a basis for improving the management system

33. Self Confidence/Self Esteem

Believing in one's own capability to select an effective approach to accomplish a task or activity in increasingly challenging circumstances.

Behaviours include:

- Trusting one's own ability to take on activities
- Maintaining confidence when challenged
- Positioning self as an expert leader when appropriate
- Behaving constructively when difficult to do so

34. Strategic Thinking

Innovating through analysis of issues and trends and how these link to responsibilities, capabilities and potential of the organization.

Behaviours include:

- Anticipating emerging crises and opportunities
- Developing well-informed advice, strategies and ideas that are sensitive to the various needs of the multiple stakeholders and partners

35. Teamwork/Cooperation

Readily sharing information, knowledge and personal strengths. Seeking to understand and building on differing perspectives of others to enhance team efficiency and quality outcomes.

Behaviours include:

- Working with others
- Participating and collaborating
- Fostering teamwork
- Enhancing team effectiveness
- Ensuring alignment
- Proactively assisting and involving others
- Advising and resolving conflict
- Building bridges between teams

36. Values and Ethics

Serving Canadians with integrity and respect in personal and organizational practices. Includes respecting democratic, professional, ethical and people values. Building respectful, bilingual, diverse and inclusive workplaces. Ensuring decisions and transactions

are transparent and fair. Holding themselves, their employee and their organizations accountable for their actions.

Behaviours include:

- Adhering
- Promoting
- Advocating

37. Writing Skills

Producing clear, concise, logical and grammatically correct written material in English or French. Using a variety of writing styles and approaches in English or in French as appropriate to the circumstances and the intended readership.

Behaviours include:

- Conveying information in English and/or French
- Accurately obtaining desired results

38. Working with Others

Interacting with others to complete a task.

Behaviours include:

- Working independently, alongside others
- Working jointly with a partner or helper
- Working as a member of a team
- Participating in supervisory or leadership activities

2. 英文履歴書に使える単語集

自己アピールに有効な単語集です。また下記Webページも参考にしてください。

http://www.ebenkyo.com/00275_ebenkyo.html e-benkyo

<http://allabout.co.jp/gm/gc/59719/> All about

A) 【自己アピールに役立つ形容詞】 All Aboutより抜粋

<http://allabout.co.jp/gm/gc/59719/>

優れた	excellent
熟達した	proficient (in~)
責任感のある	reliable
協調性に富む	cooperative
柔軟な	flexible
積極的な (ポジティブ) な	positive
ずば抜けた	extraordinary
斬新な、革新的な	innovative
的確な、正確な	precise
エネルギッシュな	energetic
ベテラン	experienced
強い、高い	strong
素早い	quick

さらなる	extensive
証明された (実績ある)	proven
鋭い	sharp / keen
豊富な (経験)	significant (experience)
上級の	advanced
中級の	intermediate
基礎的	basic
分析的	analytical
精通した	well versed

B) 【自己アピールに役立つ動詞】 All About より抜粋

<http://allabout.co.jp/gm/gc/59719/>

達成 (した)	achieve(d)
成し遂げ (た)	accomplish(ed)
推進 (した)	accelerate(d)
担当 (した)	administer(d)
指導 (した)	teach (taught)
訓練 (した)	train(ed)
採用 (した)	recruite(d)
企画 (した)	design(ed) / plan(ned)
導入・創始 (した)	initiate(d)
実施 (した)	implement(ed)
監督・監修・統括 (した)	supervise(d)
管理 (した)	manage(d)
創立・創設 (した)	found(ed)
制作 (した)	produce(d)
作成 (した)	prepare(d)
構築・創始 (した)	creat(ed)
開発 (した)	develop(ed)
編集 (した)	edit(ed)
維持管理 (した)	maintain(ed)
遂行 (した)	perform(ed)
補佐・補助 (した)	support(ed) / assist(ed)
分析 (した)	analyze(d)
統合 (した)	integrate(d)
提供 (した)	provide(d)
(として) 活動	acted (as~)
増加・向上 (させた)	increase(d)
削減 (した)	reduce(d)
節約 (した)	save(d)

3. 英文履歴書サンプル

Samle Resume

1-2-3-4, Kaigan Minatoku, Tokyo, Japan 100-0001
sample@intrax.co.jp
090-1234-5678

SUMMARY OF QUALIFICATIONS

- Ability to give clear explanations and be easily understood.
- Effective leadership skills with a wide perspective.
- Positive thinking, competitive, and motivated.
- Lived in San Jose, CA for 2 years.

EDUCATION

April 2011 - present **Intrax University**, Tokyo, Japan
Bachelor of International Politics and Economics, expected graduation: March 2015
Major: International Politics
Minor: International Economics
Specialized courses including the following:

- International Political Economy
- Development Economics
- American Politics
- International Communication

Work EXPERIENCE

July 2011 - present **COOK, WAITER**, XXX Company, Tokyo, Japan

- Provide courteous service to guests.
- Manage work shifts for part-time workers.
- Politely deal with phone calls.
- Manage stock and bills of expenditure.
- Train new employees.

August 2013 **COACH**, Minatoku Football Club, Tokyo, Japan

- Created and developed interesting training programs.
- Advised students effectively how to perform better.
- Played games together with students to show model play.
 - Head coach evaluated that the team got stronger after my coaching term.

February 2009 –May 2011 **STORE CLERK**, Japan Store, Tokyo, Japan

- Maintained quality of merchandise.
- Promoted sales by having conversations with customers.
- Constantly achieved the sales goal of the month

SKILLS

- Language
 - Japanese, first language
 - English, fluent (TOEIC 750)
- Computer skills
 - Word, Excel, PowerPoint

Activities

- Volunteer at Refugee Symposium, June 2011, Intrax University, Tokyo, Japan
 - Studied to familiarize myself about refugees with UNHCR staff.
- Participation in GLEP Youth (Global Expert Program), April-December 2011, Intrax University, Tokyo, Japan
 - Acquired knowledge about humanitarian aid to contribute to the global society.

Sample Resume 2

1-2-3-4 Kaigan, Minato-ku, Tokyo, Japan, 100-0011
Phone number: +81-90-1234-5678; abcde@gmail.com

SUMMARY OF QUALIFICATION

I am a hardworking and positive communicator. In education I specialize in English communication and have experienced studying abroad in New Zealand for one year. There, I talked with many people who were from different countries and this helped me to gain a deeper understanding of different cultures and successful communication skills. Moreover, I have worked at a cafe and a hotel, which allowed me to learn not only basic rules of work such as manners and punctuality but also communication skills for customer service. My goal is to pursue a work experience in the United State through the internship to help my career after I graduate.

EDUCATION

Intrax University, Tokyo, Japan April 2011-Present
Faculty of foreign language studies
English communication major
Expected graduation date: 2015

The University of Auckland, Auckland, New Zealand January-February 2013
Faculty of art
Linguistic & Academic English

English Language Academy, Auckland, New Zealand April -December 2012
Academic English & TESOL (Teaching English to Speakers of Other Languages)

EXPERIENCE

Server, Swiss Hotel, Tokyo, Japan April 2011- Present
Serving foods at parties and weddings, helping to organize them and setting up rooms.
I have learnt good manners, communication skills as a hotel staff member and hospitality

Server & Cashier, Coffee Shop, Tokyo, Japan October 2010-April 2011
Cooked small meals, served coffee
I have gained basic work experience

SKILLS

Language: Japanese, first language and English, fluent

Computer Skill: Word, Power Point and Excel

International Qualification: TESOL(Teaching English for to Speakers of Other Languages)
It is an intensive course in which we learn how to teach

English in English.

Although it was hard, I enjoyed it and learnt how to get along with students as a teacher.

Sample Resume 3

1-2-3-4 Kaigan, Minato-ku, Tokyo, Japan 100-0011
Cell: +81-80-1234-5678, Email: intrax001@gmail.com

Proven ability to gain and analyze up-to-date information and skills to build trust relationships. Highly adaptable to ever changing circumstances. Well-presented and self-motivated leader with excellent multi-tasking skills.

INTERNSHIP

Localtelevision,Inc......April 2013 - Present

· Conducting interviews with various companies, and writing articles on the companies' visions and values

AB Capital, Japan. Equity Sales and Trading, Intern.....February 2013

· Prepared and analyzed timely market data, and evaluated corporate values

· Gave presentations on long-term stock picks to CEO and managing directors in morning meetings

· Worked closely with both traders and sales traders and learned trading processes

PART-TIME EMPLOYMENT

Tokyo Hotel.....July 2012 – April 2013

· Served customers, supported visitors travelling from abroad, and built relations with customers

University of United.....September 2011– June 2012

· Taught Japanese to senior students preparing to participate in JET program

CAMPUS/ COMMUNITY ACTIVITIES

University of United Student Organization, Representative.....September 2011 – June 2012

· Lead 80 students from various backgrounds

· Accomplished a goal to increase the number of students studying abroad by 1.5 times

· Succeeded in winning university's official support

Peace Inds, Japan (NGO).....2010 –2011

· Assisting the organization of fair trade promotion campaign, and participated in Earth Day 2011

EDUCATION

Intrax University, Japan.....April 2010 – Present

B.A. in International Politics, Economics, and Communication Anticipated March 2014

International Relations Major: Focusing on; future of the bottom billion and effectiveness of government programs.

Grade Point Average: 3.9

University of United, College Park, USA.....August 2011– June 2012



Exchange Program (JASSO Scholarship) International Relations Major, Public Relations
Minor

Grade Point Average: 3.8

SKILLS

Proficient in Japanese and English

TOEIC:

985.....September 2012

TOEFL:

109.....June 2010

EIKEN Test in Practical English Proficiency, **Grade**

1.....July 2009

Comfortable with **Microsoft Word, PowerPoint, and Excel**

10 years of international experience from living abroad