



APPLICATION AND RESUME TIPS

So, you found an opening for a job as a Cat dealer technician. Before you submit, take the time to assemble a resume that perfectly represents you and your background. Your resume is your ticket *into* the job interview and the first impression interviewers will have of you. Do your research and customize it for the job to which you're applying. Most importantly, use your resume to address the following questions that the hiring manager will have as they review your application.

FIRST, HOW CAN THEY REACH YOU?

Resumes traditionally begin with your name, address and contact info, followed by your professional summary, skill set, work history and education. Since accuracy is one of the key features that dealers look for in any potential employee, it's important to start things right.

List your latest and most up-to-date contact information. This may seem like a no-brainer, but if you give the dealer an email address that you don't regularly access or provide a home phone number that you're never around to answer, you might miss the hiring manager's request for an interview in the first place.

WHAT MAKES YOU QUALIFIED FOR THIS POSITION?

Before you put together your professional summary, carefully review the job description. As long as you can clearly demonstrate how your skill set fits into a given entry-level position, you should be a viable candidate for the job. If you're newer to the job market and can't find an appropriate position, the [Caterpillar Corporate / Part Time Internship program](#) or [Student Trainee program](#) might be great starting points for you.

Regardless, your professional summary should be a short and simple, 1-2 sentence statement describing your background and what you can bring to the dealer. Here's an example: *"Customer-focused, meticulously detailed student seeking an entry-level Dealer Technician position. Clear, concise communicator and organized multitasker who works diligently whether collaborating with others or working independently."*

WHAT ARE YOUR SKILLS AND HOW HAVE THEY BEEN SHAPED BY YOUR WORK EXPERIENCE?

Following your professional summary, you'll want to provide the hiring manager with an idea of what you are able to do. If you're a recent graduate, these might be skills you developed in school, clubs or extracurricular activities. Either way, they're



qualifications — backed up by real-life experience — which demonstrate that you have what it takes to handle the pressures of the job.

Depending on their background, dealer technicians work with all kinds of Caterpillar technologies, from operating excavators to remote controlling dozers to utilizing simulation applications on laptops. That's why your skills should reflect the needs of the job — whether you're qualified to appraise engine diagnostics, execute part modifications, handle customer service or lead team efforts.

WHAT SHOULD THE HIRING MANAGER FOCUS ON?

After providing your skills, you will list your job experience, starting with your most recent. If you just graduated from school, elaborate on any appropriate part-time jobs or volunteer experience. Keep your resume concise, using sentence-long bullet-points. Highlight your responsibilities with active verbs that paint a clear picture of what you've accomplished. Whether that means using phrases like, "accurately performed diagnostics on heavy machinery," "overhauled outdated engine and modified additional parts," or "provided candid analysis and enhanced the customer experience."

WHERE DID YOU STUDY?

At the bottom of your resume, list your education history — whether you served in the military or graduated from a college, trade school or high school. Include your highest degree, diploma or certificate earned as well as the location of the

institution and your graduation date. This information not only enlightens the hiring manager on your prior training, but it provides you with a networking opportunity in the interview. Maybe the hiring manager knows of your alma mater or has a family member who went there. Any instance where an interviewer can relate to you forms a connection that will have a positive impact on your application.

WHY ARE YOU INTERESTED IN THIS ROLE?

Overall, when putting together a resume, place yourself in the hiring manager's shoes. Imagine what they are looking for in a prospective employee and find ways to best present yourself as their ideal applicant. Also, use your cover letter to professionally speak to your abilities. In several short and cordial paragraphs, the cover letter is your chance to show how qualified you are. Prove to them that you can meet the job's challenges with a proactive work ethic and a desire to grow within the dealership.

Caterpillar recruiters [recommend](#) that you use your application to tell your story, make an impact, be transparent and stand out. By providing a polished resume, you will be a competitive candidate in today's job market.

RESUME TEMPLATE

Full Name

City, State, Zip Code
Home Phone #: 000-000-0000 | Cell Phone #: 000-000-0000
Email address

Professional Summary

Provide an overview of yourself in relation to the job you are seeking.

For example:

A dedicated and organized self-starter seeking an entry-level Dealer Technician position.

Core Qualifications

A bulleted list of skills and qualifications.

For example:

- *Customer Service*
 - *Leadership*
 - *Problem solving*
 - *Diagnostic skills*
 - *Mechanical part repair and modifications*
-

Experience

Job Title	Start Date - End Date
Company	Location

- *Bullet point 1 – detailing chief responsibility.*
- *Bullet point 2 – detailing another responsibility.*
- *Bullet point 3 – detailing a responsibility, a project you worked on or an improvement you made.*
- *Additional bullet points as needed.*

For example:

<i>Apprentice</i>	<i>5/15/2020 – Present</i>
<i>The Repair Center</i>	<i>Springfield, IL</i>

- *Analyzed and reviewed vehicles for repair.*
 - *Performed hands-on modifications for engine issues and faulty parts.*
 - *Communicated with clients, improving response times and overall customer satisfaction.*
-

Education

Highest Education Received	Dates Attended or Anticipated Graduation Date
Name of School	City, State

For Example:

<i>High School Diploma</i>	<i>Graduating Spring 2021</i>
<i>Springfield High School</i>	<i>Springfield, IL</i>