

1. Highlight the experience skills, and abilities you have listed on the job description. This helps give you the language you need to make it through the Applicant Tracking System (ATS).
2. Include in your **Heading**:
 - Name, Phone, Email, LinkedIn URL, Location (City, State)
 - Role/position you are seeking
3. Draft your **Profile**:
 - Power Statement using employer-centric language linking your experience to the position, establishing a sense of qualification. Use keywords reflective of the industry and job description.
 - Use accurate, appropriate, and interesting modifiers (highly adept, goal-oriented, solutions-focused, distinguished, dynamic, highly skilled, award-winning).
 - Describe your qualifications and/or achievements clearly and concisely (4 lines or less).
 - The Skills section describes your core competencies or key strengths as they relate to the position, giving a brief snapshot of your value.
 - Each item should complete the thought "I excel at...". Use hard (tangible, measurable) skills. Don't waste space with soft (unmeasurable skills) like "dedicated."
 - Insert a table of 3 columns and 4-5 rows (with white lines) works well.
 - Include the same number of bullets and do not wrap text.
 - Don't repeat works in this section in your profile or experience sections.
4. Work on your **Education/Certifications** sections:
 - Degrees, list most recent to oldest based on when completed. If in progress, use "Expected" followed by anticipated graduation date. No need to list high school if obtained over 3 years ago. Credentials are presented by their official title (Bachelor of Arts, Organizational Development).
 - Certifications are placed after education following the same format as above.
5. Insert **Experience**:
 - Description. Also in reverse chronological order. Use common job titles. The company name, location (city, state where you worked), following a consistent format. Years only are sufficient. Two-four lines showcasing your duties/responsibilities as it relates to your career goal. Use 3rd person language, starting with action verbs (present tense for current, past tense for previous).
 - Accomplishments are listed in bullets below the description to set you apart (quantify if possible).
6. **Community Service/Volunteerism**. Last section if space is available. Use only if recent and regular.

RESUME BASICS

- White space is good | one page with .5" margins minimum (2 pages for 10+ years industry experience)
- Use consistent formatting & quantify all numbers (10 instead of ten)
- Straight-lined fonts (Calibri, Tahoma, Verdana, Arial, Helvetica, Trebuchet, Gill Sans)
- Spell check and proofread well & have others proofread

HEADING

Mary Smith

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Communications | Customer Service | Editorials

PROFILE/SKILLS

PROFILE

Highly motivated and driven Communications / English double major graduating December 2020 with experience in customer service, editing, and writing. Proven ability to develop effective relationships, provide exemplary customer service, quickly adapt to new situations, and work on individual projects. A true passion for inspiring others and taking on new challenges. Proficient in Microsoft Office Suite and PhotoShop.

- Communication Skills
- Writing & Editing
- Organization Skills
- Out of the Box Thinking
- Problem Solving
- Relationship Building
- Project Management
- Creative Marketing
- Public Speaking
- Customer Service
- Conflict Management
- Coordinating & Scheduling

EDUCATION

EDUCATION & CERTIFICATIONS

Bachelor of Arts, Communications

Bachelor of Arts, English

Fresno Pacific University, Fresno, CA | Expected December 2020

Awards: Transfer Academic Scholarship based on academic merit | 2018 - Present

EXPERIENCE

RELEVANT EXPERIENCE

Features Editor

The Paper, Visalia, CA | 2014 - 2016

Coordinated efforts among team and resolved issues among writes. Oversaw distribution of monthly newspapers. Proofed and edited all articles and provided writer feedback and comments. Captured section and article photos.

- Promoted from Staff Writer to Features Editor.

OTHER PROFESSIONAL EXPERIENCE

Customer Service Professional

Cup O Jo Campus Coffee Shop, Fresno, CA | 2016 - Present

Provide excellent service to customers by creating a warm and pleasant atmosphere while meeting their needs. Manage cash drawer and transactions. Take inventory and stock counter.

- Continuously develop effective customer relationships creating repeat business.

Office Manager

Health Care Inc., Fresno, CA | Summers 2016 - Present

Greet patients and effectively listen to their needs. Assist with staff scheduling and timekeeping. Collaborate with all clinic providers assisting with schedules and patient issues. Ensure all paperwork is properly completed. Maintain accurate and complete medical record system. Coordinate specialist referrals.

- Create and distribute marketing brochures increasing patient visits.
- Design and develop an aesthetic / welcoming environment for the new business office.

VOLUNTEERISM

COMMUNITY SERVICE / VOLUNTEERISM

Special Events Volunteer

Community Food Bank, Fresno, CA | Winter Breaks 2012 - Present

Oversee event setup and ensure guests needs are met.