

Resume' Building

Your Resume is a Selling Tool

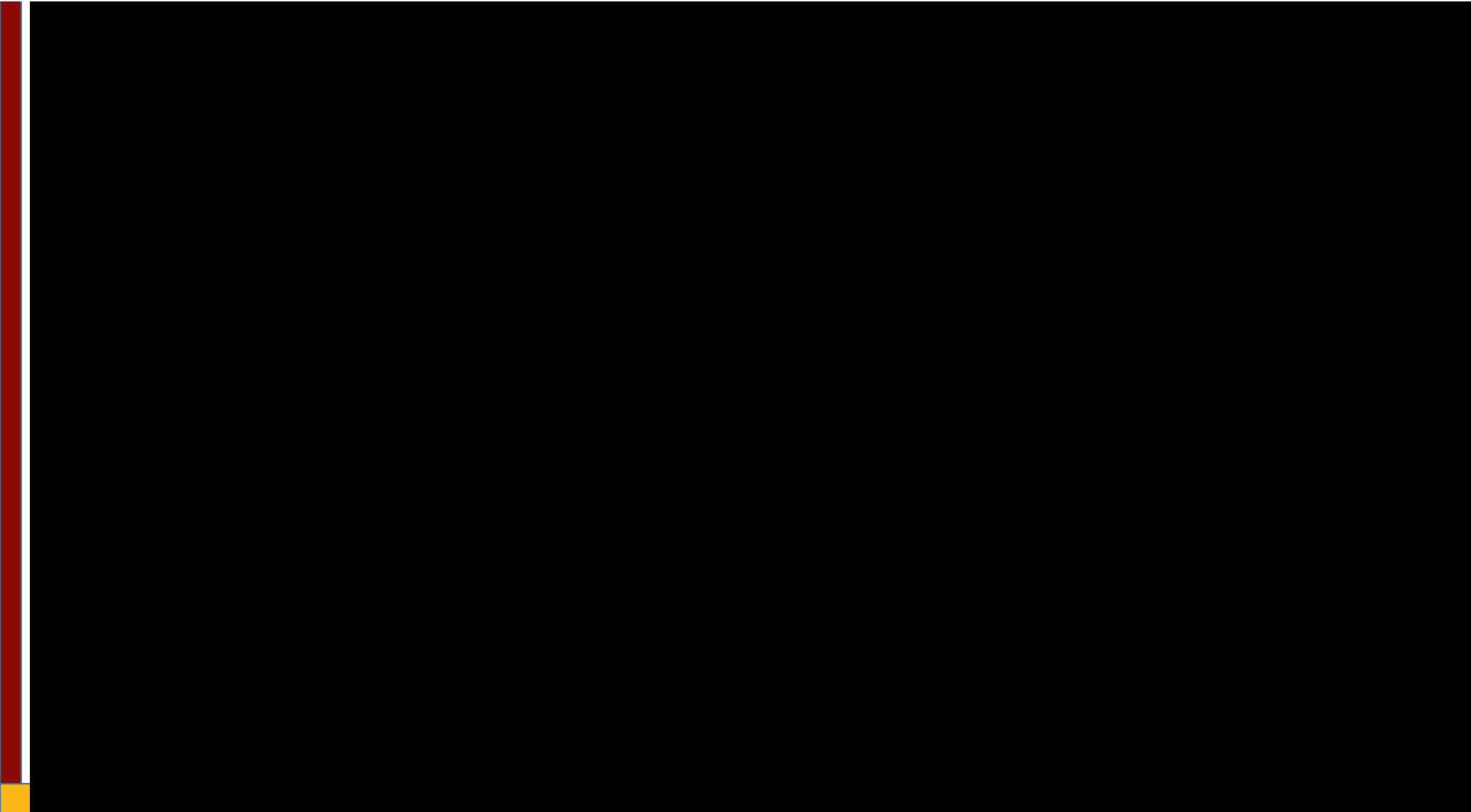
- Your resume outlines your skills and experiences so an employer can see, at a glance, how you can contribute to their organization

It has to sell you in 30 seconds or less

- It takes 30 seconds or less for an employer to decide whether your resume ends up in the “consider file” or the “reject file”
- While you may have all the requirements for a particular job, if the employer does not quickly come to the conclusion that you “have what it takes,” then your resume failed

Tailor Your Resume to Each Job

- The most effective resumes are clearly focused on specific jobs and address the employer's stated requirements for that job
- The more you know about the qualifications and duties required for the job—and organize your resume around these—the easier it is for the employer to see you have what it takes to do the job



<https://www.youtube.com/watch?v=SBu-FayxYN0&feature=youtu.be&t=53> start 1.25

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PROFESSIONAL SUMMARY

Reliable, energetic and resourceful customer service professional with over five years of experience resolving customer complaints and promoting conflict resolution. Expertise in client services, account management and relationship-building.

WORK EXPERIENCE

Corporation XYZ - Happy Town, ST

July 2017 - PRESENT

Customer Service Representative

- Promptly respond to customer enquiries in person or via phone, email, mail or social media.
- Quickly and efficiently open customer accounts by accurately recording account information.
- Maintain financial accounts by processing customer adjustments in a professional manner.
- Increased customer base by 30% during the year 2018 due to the delivery of quick service.

Business LMNOP - Springville, ST

February 2015 - July 2017

Telephone Sales Representative

- Received 97% satisfaction rating from customers after completed phone or video call.
- Kept records of customer interactions, processed customer accounts and filed documents.
- Collaborated with team to quickly resolve customer complaints with appropriate action.
- Effectively managed approximately 100 incoming calls daily.

Organization QRS - Sunny Town, ST

March 2013 - February 2015

Front Desk Clerk

- Created and maintained office forms and procedures to assist with administrative tasks.
- Took orders, determined charges, and oversaw billing and payments.
- Greeted and welcomed clients with a warm, friendly and positive attitude.
- Coordinated the repair and maintenance of office supplies and equipment.

EDUCATION

Bachelor of Arts – Communications - ABC College, Cheerful City

Expected Graduation - May 2020

PROFESSIONAL SKILLS

- Mastery of Microsoft Office programs (Word, Excel, PowerPoint)
- Comfortable working in both Microsoft Windows 10 and Mac OS X.
- Excellent communication skills with a focus on team-building and customer relations.
- Outstanding organizational, multitasking, and problem-solving abilities.

VOLUNTEER EXPERIENCE

Habitat for Humanity - *Non-Profit Organization*

May 2018 - PRESENT

- Volunteer laborer restoring a 12-home community.
- Supervised three teams of five people to ensure successful completion of project.

Big Brothers Big Sisters - *Youth Mentoring Organization*

January 2017 - January 2018

- Worked as a volunteer youth mentor to empower and support children.
- Developed productive after school activities for young adults to reinforce positive learning.

AWARDS AND HONORS

Dean's List - *ABC College*

December 2017 and May 2018

- Completed 12 or more letter-graded units during the quarter with a 3.7 GPA.
- Worked closely with professors and academic advisors to complete assigned tasks and activities.

Outstanding Customer Service Award - *Corporation XYZ*

October 2015

- Recognized for outstanding service to clients and dedication to fellow employees.

PROFESSIONAL MEMBERSHIPS

- Professional Customer Service Association (August 2018 – present)
- American Society for Personnel Administration (October 2017 – present)
- Freshmen Communications Academic Council (2017 – 2018)

LANGUAGE COMPETENCIES

- English: native language
- Spanish: fluent (speaking, reading, writing)

WHAT EMPLOYERS REALLY WANT IN A CANDIDATES PAPERWORK

- Clean, crisp, well-written
- Writing that demonstrates enthusiasm and passion for the position
- Accuracy and professional appearance

EMPLOYERS BIGGEST PET PEEVES

- Spelling!
- Grammar!
- Too boastful
- Too vague, generic
- Not enough information

A FEW FINAL DO'S AND DON'TS

- Use bullet format
- Use a high quality printer or
- Make copies at a printing service on high-quality paper
- Use matching envelopes and cover letter paper

Hints from Career Services

- 1 Page Only!
- Use bullet points
- Sections
- Do the “Arm’s Length” and “On-screen” tests
- Do not use templates and resumes that contain tables
- Two best fonts to use
- Margins:

Samples

- [Sample 1](#)
- [Sample 2](#)