



# CRAFTING YOUR RESUME



ETBU CAREER SERVICES



# What is the Purpose of a Resume

# To get an Interview



“You only get one chance to make a first impression.”

# What is a resume, and what is it used for?

- A short, descriptive account of your work experience, education, qualifications, achievements, and special skills
- To network at Career Fairs
- Submit with job applications for open positions
- Take it with you to a job interview
- Couple with your online presence (LinkedIn profile and/or portfolio)



A photograph of a white church with a tall steeple, set against a blue sky with light clouds. In the foreground, a brick sign reads "ON THE HILL". The scene is bathed in the warm light of a sunset or sunrise, with trees and a building visible in the background.

# WHAT TO INCLUDE

Contact information, work experience, education, qualifications, achievements/other, and special skills



# CONTACT

**STEPHANIE SAMPLE**

stephaniesample123@email.com | 555.555.5555 | linkedin.com/stephaniesample

# RESUME TITLE

**RESUME TITLE**

# PROFESSIONAL SUMMARY SKILLS & PROFICIENCIES

This section is called the "Professional Summary." This section has replaced the "Objective" section within the last 10 years. Whereas the Objective showed a company what you wanted, the Professional Summary shows the company what you have for them. Use this section to inform the reader of your major accomplishments that align with the position they are looking to fill. Four lines of type is plenty. **Bolded** and *italicized* results/achievements are acceptable here.

# EDUCATION

## CORE COMPETENCIES

- Strategic Planning
- Database Management
- Business Correspondence
- Account Management
- Workflow Planning
- Executive Relationships
- Efficiency Improvement
- Operations Support
- Staff Training & Development

## EDUCATION

**Bachelor of Science in Business Administration – Major in Marketing**  
 Hardin-Simmons University, Abilene, TX May 2020  
GPA: 3.75  
*Achievements: Dean's List Scholar, President's List Scholar, President of Delta Delta Delta sorority, and active member of Beta Gamma Sigma Business Honor Society.*

# EXPERIENCE

## RELEVANT EXPERIENCE

Company A | City, TX August 2017 to Present  
**Job Title**  
 Do not waste essential bullets on job descriptors. You may use 1-2 lines of type to do that here. Meet day-to-day needs for a mid-sized paper supply company which include key duty number one, key duty number two, and key duty number three.

- ◆ Reserve your bullets for major selling points appropriate to the job you are applying for. This is achieved by using your bullets to display **three essential things...**
- ◆ How you made the company money.
- ◆ How you saved the company money.
- ◆ How you improved processes.

Company A | City, TX August 2017 to Present  
**Job Title**  
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- ◆ How you improved processes.

# ORGANIZATION

## PROFESSIONAL ORGANIZATIONS

American Marketing Association (AMA) • eMarketing Association (EMA)

# MISC INFORMATION

## COMMUNITY INVOLVEMENT

American Cancer Society • The Salvation Army • American Red Cross • United Way



## Chris Jones

Phone: (XXX) XX XXX XX  
Email: youremail@gmail.com  
Address: City, State

## Career Objective

Seasoned Management Executive with 10+ years of progressive experience managing business office functions and providing executive level support to principals. Superior interpersonal and analytical expertise with a flair for increasing organizational cohesiveness and profitability through recruitment, talent assessment, and employee engagement. Dynamic entrepreneur with ability as a business leader to critically evaluate and respond to rapidly evolving financial environments. Utilize leadership expertise and business management experience to align financial activities with organizational goals, fostering business growth.

## Professional Experience

STEADMAN & STEADMAN, New York, NY | January 2013 - Present  
Account Director

Maintain and update 5 budget spreadsheets for various projects and reconcile errors. Assist principals in drafting and editing memos, reports, and proposals. Perform routine clerical tasks like mailing, copying, faxing, filing, and scanning. Support close communications with company executives, the board of directors and investors.

- Increased office efficiency by introducing new project management software, reducing the company's labor costs by 5%.
- Developed and implemented the organization's 1st financial controls and reporting system.
- Conduct numerous training strategies for sessions with the Junior Staff Members.

MICRO Inc, New York, NY | January 2005 - December 2012  
Sales Manager

Coordinated and organized internal control projects with an annual budget of \$40 million+. Developed formal dashboards to communicate results of audit activities to senior management. Managed multiple client accounts totaling over \$75 million.

- Trained a team of 10 experienced in-house financial analysts.
- Coordinated and oversaw periodic financial audits.

## Areas of Expertise

- External & Internal Reporting
- Financial Analysis & Planning
- Project Management
- Cost Reduction
- Program Development
- Regulatory Compliance

## Education

**Master of Science in Accounting**, Southern New Hampshire University, Manchester, NH  
December 2004

**Bachelor of Science in Accounting**, Southern New Hampshire University, Manchester, NH  
May 2003

## Awards

**Employee of the Year**, Steadman & Steadman, 2011

**Customer Service Excellence**, Micro Inc., 2009

## YOUR FULL NAME

### Internship

Your mailing address  
Your phone numbers  
Your email address  
www.resume2018.net

### Objective statement

The objective statement should tell an employer what you have to offer, how you can benefit the company. Your purpose is to grab a prospective employer's attention with one or two clear, compelling sentences. For high schoolers and college students applying for an internship, a career objective should showcase their character traits, relevant skills, and abilities: "Energetic and hard-working student who is driven and can meet strict deadlines. Aiming to use my knowledge of advertising, PR, product development, and my consumer research skills to satisfy the marketing internship at your company."

### Education

For student resumes that lack professional experience, the education section is a major point of emphasis.

GPA: 3.8/4.0  
Nuneaton College 2013 - 2017  
Bachelor of Arts in Communication, Marketing concentration

**Relevant Coursework** Describe classwork that demonstrates skills required for the internship. Include class projects that bolster your value to the employe:

- marketing management
- marketing research
- management information systems
- business statistics.

### Work Experience

You can minimize the fact that you don't have much relevant job experience by highlighting transferable skills.

**COFFEE Boutique, Chicago, IL, 2015-2017**  
Team Leader / crew member

Promoted to shift leader within 7 months of initial hire. Supervise a 4-member team, balancing receipts and depositing daily sales. Ensure accurate handling of all customer transactions and premium service delivery in every interaction.

**New Balance Sports, Chicago, IL, 2014**  
Promoter

Organized and ran product promotions, advised customers on special offers and all products, assisted with sales.

### Skills

List the skills that are most important to the internship you are applying for. Include proficiencies as well as interpersonal skills:

- Proficient in Microsoft Word, PowerPoint, and Excel
- Experience with online research
- Good communication skills
- Organizing and planning skills
- Initiative and creativity

### Honors and Activities

Adding any awards and academic honors you have received. Highlight specific affiliations and volunteer work relevant to the internship you are seeking:

- College Judo Club (2015-2017)
- Literacy Volunteers of America (2016-present), tutored adults in basic literacy for 3 hours per week.



## Pamela Robertson

Executive Assistant

Meticulous, task-driven Executive Assistant with 8+ years of administrative experience in managing client-centric office operations. Equipped with exceptional ability to facilitate all aspects of internal and external communications, support the day-to-day administrative, financial, and operational functions by working collaboratively with C-level executives. Proven talent for aligning business objectives with comprehensive administrative knowledge to achieve maximum operational impacts, conserve time and boost efficiency.

pamela.robertson@novoresume.com 7481 345678 West Hills, CA linkedin.com/in/pamela.robertson

## AREAS OF EXPERTISE

- File Maintenance
- Schedule Management
- Time Management
- Influential Negotiation Skills
- Budget Management
- Organizational Skills
- Efficient Calendar Management
- Client & Employee Relations
- Workforce Mentoring & Coaching
- Risk Assessment & Monitoring
- P&L/Budget Portfolio Management

## WORK EXPERIENCE

**Executive Assistant to Corporate Development Team**  
John Morris Endeavor (JME)

- 02/2018 - Present
  - Execute various administrative tasks, including travel arrangements (Domestic & International), scheduling, submission of expense reports, and other correspondence for Corporate Development Team and senior leadership.
  - Maximize productivity rates by proactively providing feedback on operational concerns and product issues.
  - Follow attainable project timelines and keep teams on task to complete milestones according to schedule.
  - Provide coaching, mentoring, and cross-functional conflict-resolution support to staff on company standards.
  - Serve as the executive key point person by coordinating sector-related Business Units and other facets of the company.

**Executive Assistant to Managing Director**  
Rockville Public Relations Firm

- 12/2015 - 01/2018
  - Ensured follow-through of all discussed items in meetings, with updates being incorporated into reports.
  - Developed, planned, and implemented legally adherent and cost-effective procedures for office operations.
  - Coordinated daily customer service operations such as front desk processes, orders, and payments.
  - Acted as the frontline in dealing with public relations, boosting the organization's credibility.

**Executive Assistant to Investments Team**  
NY Square Capital Management

- 09/2012 - 11/2015
  - Managed and prioritized partners' schedules to ascertain that their time is focused on critical, strategic issues.
  - Orchestrated communications, monitored requests, and identified those that required immediate attention.
  - Efficiently administered a variety of accounting activities such as preparing between 10 to 20 cheque requests, expense reports, financial documents, purchase orders, and invoices each week.
  - Ascertained and preserved the confidentiality of all company communications and documentation.

**Executive Assistant**  
Blue Fox

06/2010 - 08/2012

## Miranda Paul

Project & Events Management

732 Longview Avenue, San Francisco, California, 94109  
mirandapaul@gmail.com  
http://www.linkedin.com/in/mirandapaul  
310-341-0870

## Professional Profile

Savvy project and events manager specializing in the simultaneous management of multiple events from concept and planning through to post-event analysis. Skilled in managing all aspects of project logistics to ensure high quality delivery in line with budgets and deadlines. Communicates confidently with key clients, developing strong relationships and consistently exceeding expectations.

**CORE COMPETENCIES**  
Event Management | Project Management | Planning & Organization | Logistics Management | Managing Change  
Space Management | Managing Client Relations | Problem Solving | Multitasking | Budgeting & Expenses | Post-Event Analysis | Staff Leadership & Training

## Career Summary

**Lead Corporate Production Manager** September 2021 - Present  
Company, San Francisco, CA  
Project managing for the company's senior sales teams, generating multi-million dollars in revenue every year.

- KEY ACHIEVEMENTS**
  - Joined Global Gourmet as a Production Assistant before gaining a series of rapid promotions through to Lead Corporate Production Manager
  - Successfully managed 55+ events in the last year, with up to 10 projects managed simultaneously
  - Lead interdepartmental production meetings per event and worked closely with all department heads
  - Accountable for budgets of up to \$100k, reconciled expenses and evaluated results for post-event analysis
  - Managed large-scale corporate events for leading tech companies including Facebook, Google, Twitter, Box, & Twilio
  - Produced six 3-day events within the Outside Lands Music and Arts Festival in 2017, in collaboration with Another Planet Entertainment, and Live-Nation

**Office Manager** March 2018 - August 2021  
Company, San Francisco, CA

Played a pivotal role in ensuring the efficient management of the busy office environment, prepared financial reports, and handled hospitality needs for internal client meetings and pitches.

- KEY ACHIEVEMENTS**
  - Developed plans for the effective allocation and utilization of co-working office space for 3-5 other startups and dealt with associated billing
  - Planned and organized client meetings and special events, including weekly company morale boosting events

## Education

**Bachelor of Science in Hospitality Management & Tourism** 2011  
University, Las Vegas, NV  
Activities/Societies: Member of Delta Delta Delta Sorority, Captain of Women's Club Basketball Team, Volunteer work making money for St. Jude Children's Hospital

## Skills and Interests

- Microsoft Office, Google Drive, Social Tables, Conversational Spanish
- Mission work, exploring new cities, gardening, outdoor workouts, live music and cooking





# HOW TO ARRANGE INFORMATION

What information needs to go where.

How to list it



# HEADING / TOP OF A RESUME

- Name and contact info should be at the top of the page and should be easily readable
- Generally, personal statements, or mission statements, tell the company why they should hire you
- This typically goes right below the name



M/W

# MEREDITH WALTER

MARKETING MANAGER

Use this area to quickly sell yourself, highlight those areas of your qualifications and experience most likely to be of interest to these employers. Keep Your Profile Concise. A profile explains what you have to offer the employer and can help sell your candidacy. A resume profile offers applicants a way to stand out among the hundreds of resumes that companies receive. Even if employers only read your profile, they will still have a clear idea of your unique qualifications.

## CONTACT

- 123.456.7890
- youremailhere@gmail.com
- City, State
- yourwebsite.com

## EDUCATION

**MASTER'S DEGREE**  
Education  
University Name  
2013 - 2015

**BACHELOR OF SCIENCE**  
Education  
University Name  
2010 - 2013

## EXPERTISE

- Attention to Detail
- Leadership
- Negotiation
- Accountability
- Risk Management
- IT Applications
- Business Planning
- Resource Management

## EXPERIENCE

POSITION TITLE HERE  
Company / Location / Date Range:

Describe your responsibilities in concise statements led by strong verbs. Focus on those skills and strengths that you possess and that you have identified as being important to your field. Show potential employers exactly how you will fit their position and their company.

- Highlight your most relevant qualifications for the job by listing them first in the job description.
- While it is important to keep descriptions short, adding details and context can help show employers why you'd be a good match for the position.
- Employers want to know what you accomplished. Make it easy for them to see what you've done by using numbers and percentages.
- For example: Successfully expanded market share by 30% through strategic sales initiatives and marketing leadership.
- For example: Negotiated pricing points for customers on a daily basis with changing market conditions resulting in customer annual transportation savings of over \$500,000 per year.

POSITION TITLE HERE  
Company / Location / Date Range:

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- For example: Successfully expanded market share by 30% through strategic sales initiatives and marketing leadership.

Name is prominent on the page and catches attention

A personal mission statement can be valuable because it highlights your skills and shows why you would be a valuable employee to that company

Contact information is towards the top of the page in an easy location with all relevant information. Including social media handles also might be a good idea

## CONTACT

- info@resumekraft.com
- +1-202-555-0114
- Charlotte, North Carolina
- https://www.linkedin.com/gray

## EDUCATION

**M.S. in Global Fashion Enterprise**  
Aug 2016 - May 2018  
The University of Texas

- Member of Delta MU Delta
- Thesis: Business Expansion of Abercrombie & Fitch
- Graduated with 3.93 GPA

**Bachelor in Management**  
Jun 2013 - Apr 2016  
NY Institute of Technology

- Concentration in Marketing
- Thesis: Research on Marketing Strategy of L'Oréal
- Graduated with 3.9 GPA

## SKILLS

- Microsoft Office - Word, PowerPoint, Excel
- Adobe Suite - Photoshop, Illustrator, InDesign
- Analytical Skills
- PLM Software - Yunique Gerber
- Problem Solving
- Marketing

# Gray Hudson

BUYER/MERCHANDISER

## SUMMARY

Highly accomplished professional with two years of experience in the fashion industry in areas of buying, merchandising, forecasting, market analysis, and customer service. A double degree in the same has enhanced my capacity to work on the deliverables to produce a considerable output.

## EXPERIENCE

**Assistant Buyer Trainee** Sep 2019 - Present  
Martin Grand - Westside Home

- Assist the buyer in creating core product mixes that are customer oriented and curated to achieve company profit.
- Concepted, sourced and developed 7 product categories in the Home department along with the buyer.
- Attends key meetings such as Bestsellers, Design, Costing and Sample Approval.
- Analyzed sales figures on a daily basis, with special emphasis on inventory levels and vendor performance.
- Analyzed sales product performance to determine if markdowns were required.
- Created Visual Merchandising strategies and executed them across 80 stores.
- Collaborated with cross functional teams including Merchandising, Sourcing Technology, Marketing.
- Maintained industry knowledge: researched and explored marketplace and category trends

**Assistant Buyer** Aug 2018 - Apr 2019  
JVM Forman Mills

- Maintained open to buy report and delivery log and managed receipt flow to ensure optimum sales and inventory results.
- Reviewed, processed and tracked monthly replenishment orders, as well as emergency orders when applicable.
- Ensured timely delivery of merchandise through consistent communication with vendors and distribution center.
- Generated and distributed weekly sales and style selling reports for the Divisional Merchandising Manager.
- Analyzed sales figures, customer's reactions and market trends to anticipate product needs and plan product ranges/stock.
- Collaborated with suppliers, distributors and analysts to negotiate prices, quantities and time-scales

**Merchandising Intern** Jan 2018 - May 2018  
The New Standard Edition

- Contributed to different projects undertaken by the buyer & designer.
- Initiated a new bedding line of comforters and sheet sets in Bed, Bath & Beyond and an active wear line in Footlocker.
- Planned and developed merchandising strategies for these brands that would balance customers' expectations and objectives.
- Updated inventory on The New Standard Edition website on a timely basis, managed E-commerce business and researched opportunities to grow revenue.
- Researched potential target customers for new its brand. Identified POP up shop opportunity and essential sales events.



# BODY OF A RESUME

- The most important information needs to be closer to the top
- Readers are busy reading resumes all day, so make sure they see your important information in the first 10-15 lines
- Create a design that showcases important information that would help you stand out from others



Incorporating creativity or uniqueness is one way to stand out and have people remember your name. Anything eye catching or creative about your resume will help put you above the competition.

# Memphis Curren

Auto Mechanic

## Personal Info

### Phone

757-303-0136

### E-mail

memphiscurren@gmail.com

### LinkedIn

linkedin.com/in/memphiscurren

### Twitter

twitter.com/memphiscurren

## Skills

OBD2 scanner

computer diagnostics

manual diagnostics

Work Orders software

strong work ethic

problem solving

customer service

time management

Energetic auto mechanic and ASE Master Tech with 3+ years of experience troubleshooting and repairing 3,100+ vehicles. Seeking to provide excellent service at Marsh Motors. Maintained 99% quality control compliance at New River Auto Repair.

## Certificates

2019	ASE Master Tech
2020	Snap-on Tools Certification

## Experience

### 2016 - 2019 Automotive Mechanic

*New River Auto Repair*

- Troubleshoot and repaired 3,100+ automobiles to date with 93% customer satisfaction and 99% quality control compliance.
- Repaired all makes of foreign and domestic cars, including Ford, Chevy, Honda, Nissan, BMW, Toyota, Subaru, and more.
- Used diagnostic equipment to diagnose problems, including OBD2 and proprietary Honda and Subaru tools.
- Diagnosed and repaired electrical, HVAC, engine cooling, and vehicle timing on 1,500+ vehicles.
- Performed all types of vehicle repair, including transmission overhauls, brakes, suspension and body work, and electrical repair.
- Worked directly with 50+ customers each week.

#### Key Achievement

- Performed work according to in-house real-time work scheduling system to assist with 30% increase in customer satisfaction.

### Freelance Automotive Mechanic

*Blacksburg, VA*

- Worked on an average of 3 vehicles per week for 2 years.
- Performed all levels of repairs, including collision, drive drain, engine, electrical, exhaust, cooling, and lubrication systems.
- Grew client list by 30% in 14 months through good word of mouth.

## Education

### 2012 - 2014 Automotive Repair, New River Community College, VA

- Averaged 87% on ASE Master Technician tests.
- Excelled in automobile and collision repair.

**Blacksburg High School, Blacksburg, VA**

## Additional Activities

- ASE Association Member.
- Fix 10+ inboard & outboard boat motors per week in summer.

For this resume, the most important information was certificates, so that was listed the top above things like previous work experience and education. For students coming right out of school, education will often be one of the first things in the body. Each resume will be a little different in terms of what is most important.



# LIST INFORMATION REVERSE CHRONOLOGICALLY

- Work experience, education, or anything with a date attached to it should be listed with the most recent first and the least recent last





# James Martine

VOLUNTEER COORDINATOR

## CONTACT

info@resumekraft.com  
+1-202-555-0114  
Chicago, Illinois, US  
<https://www.linkedin.com/in/james>

## OPLEIDINGEN

**MASTER SOCIOLOGY**  
Arizona State University  
2012 - 2014

**BACHELOR COMMUNICATION SCIENCES**  
The University of Texas at Dallas  
2008 - 2011

## SUMMARY

My name is Martine, a happy, operational doer. I am good at planning and organizing and I constantly keep an overview. Furthermore, the enthusiasm of the people around me makes me happy. I am looking for an organization that has added social value for our society.

## WORK EXPERIENCE

### VOLUNTEER COORDINATOR

**Mytass Welfare** 2018 - Present

Mytass has a total of about 100 volunteers. I am responsible for more than 100 of them. This means that I ensure that these volunteers are in the right place within the organization and that they are happy to perform their tasks properly. Most volunteers carry a figurative backpack with them, but can still participate in society through the volunteer work.

At Mytass I am responsible for the proper management of the following parts of the organization:

- Recruiting and selecting new volunteers
- The reception - the business card of the company. The ladies at the desk ensure that all visitors and phone calls are answered expertly
- The Plus Service - This is a service where vulnerable local residents can ask volunteers to, for example, run errands, play a game or hang a light
- The dial-a-bus - We offer a means of transport for people who cannot use public transport within the municipality

### OPERATIONS MANAGER

**Global Savage** 2015 - 2017

I managed various projects and worked in varying combinations with colleagues and stakeholders. It was important that I quickly built up a good relationship with them. I achieved this by listening carefully and asking the right questions. But it was also important that I planned things well and set the right priorities in the hectic pace of many activities.

- In other words, the analytical, operational and strategic running of projects by means of:
- Translate the wishes of customers into practice
- Continuous optimization and standardization of the daily processes
- Maintain an excellent relationship with customers as well as with team members and other stakeholders by communicating clearly about progress, deadlines and successes

### YOUTH COACH

**Vision Tech** 2012 - 2015

- Making social issues a topic of discussion among young people in secondary schools. The topics discussed are cultural taboo or politically sensitive. The aim is to actively link these subjects to the living environment of young people. This involves both confrontation and dialogue.
- Conduct investigations (for example on crime for the municipality of Amsterdam) by means of group discussions

Education has the same rules as dates, if you have advanced degrees, list those in the order of most recent, or the highest level of education.

Dates should be listed with the most recent first and in order until the last. In resumes the day you started or stopped a job isn't as important as the month, so list dates as "MM/YYYY" or just year.



# WORDING AND CONTENT

- Avoid using words like “I” or “me”
- Sentences should be bullet style statements that are concise and to the point
- Use action verbs, but make sure you do not overuse the same few (see list)
- Verbs used for current job should be in present tense, example “coordinates”
- Verbs used for past jobs should be in past tense, example “coordinated”



# REFERENCES

- “References upon request” is a popular phrase to use when you do not have professional references specifically listed in your resume, but are willing to provide if needed
- References are not make or break, but adding the ability for the company to request them couldn't hurt



## JESSE KENDALL

123 Elm Street, Tucson, AZ 85706  
(520) 555-5555, jkendall@notmail.com

**CAREER OBJECTIVE:** Performance-driven professional seeking opportunity to apply finely honed analytical skills, statistical techniques, and mathematical methods to assess and minimize risk within a dynamic Actuary position.

**ACTUARIAL PROFILE:** Solid grounding in actuarial valuations, costings, and projections as well as expertise in probability, options and futures markets, statistical analysis, risk management, accounting, and financial analysis through practical educational experience. Outstanding accuracy in quantitative/qualitative research and statistical analysis; accomplished in management of complex research and technical report development. Consistently exceed organizational expectations with exceptional supervisory, administrative, and operations skills. Expert in full-cycle accounting, from data-entry to financial reports.

**EXAMS AND LICENSES:** Completed SOA Course FM/CAS Exam 2: To be completed in May, 20xx  
Completed SOA Course P/CAS Exam 1: Completed in April, 20xx  
Level 1 – General Insurance License

**CAREER EXPERIENCE:** **SENIOR ACTUARY, ABC LIFE INSURANCE, Tucson, AZ** 20xx – Present  
Manage actuarial projection systems; model and report new financial methods and assumptions for a variety of life insurance products. Provide life insurance modeling, cash flow testing, and GAAP (generally accepted accounting principles) reports. Applied extensive knowledge of life insurance pricing, product features, and best practices.

- Installed key cost-cutting measures and realized significant cost savings for the company.
- Ensured complete compliance with all real estate regulations; disarmed realtor concerns about industry conduct.
- Effectively liaised between realtors, clients, and attorneys.

**ACTUARY / MANAGER, BCD INSURANCE, Tucson, AZ** 20xx-20xx  
Oversaw five administrative staff and 95 insurance agents; directed overall operations and the operating funds for this multimillion-dollar company. Administered payroll, conducted accounts reconciliations, and tracked all A/R and A/P. Developed financial statements for owners and agents. Managed databases to measure performance and ensure accuracy of real estate software. Prepared QA documents for clients to ensure compliance and meet expectations/timelines.

- Successfully led the organization through several complex audits.
- Assessed each contract for conformity and reviewed all documents within tight timelines.
- Earned managerial promotion in 20xx for performance excellence (Started as an Insurance Agent).

**EDUCATION:** **BSc (Specialization) in Actuarial Science, 20xx**  
UNIVERSITY OF ALBERTA, Edmonton, AB

**COMPUTER SKILLS:** TAs, ALFA, Lone Wolf, Statistica, Minitab, SPSS, Matlab, Simply Accounting  
MS Office (Word, Excel, Outlook, PowerPoint), Java, C++

Excellent References Available Upon Request

Something very small at the bottom of the page will work. Often times companies will reach out to previous employers anyways, but it helps to give them the ability to have extra people to contact if they so choose

## Eleanor Jones

Telemarketer

### Profile

Experienced and enthusiastic Telemarketer with excellent customer service and marketing skills. Adept in making sales phone calls to effectively convey a message and relay information about a product or a service. Committed to working professionally and diligently on behalf of a company. Skilled in remaining calm and courteous during high-pressure situations.

### Employment History

**Telemarketer at Fairway Communications, Seattle**

July 2014 – September 2019

- Researched target audiences and created lists of people and businesses to reach out to.
- Formulated an informative audio presentation, and aimed to provide prospective clients with the most valuable information possible.
- Answered questions, comments, concerns relating to our services and products.
- Remained professional and polite at all times.
- Worked to stay up-to-date regarding products and offerings.

### Education

**Associate of Marketing, Seattle Community College, Seattle**

September 2012 – May 2014

**High School Diploma, Ballard High School, Ballard**

May 2008 – June 2012

### References

**Mallory Ignacio from Fairway Communications**

ignacio.mallory@fairwaycomms.com - 702-443-5678

**Jasper White from Queen Anne Tile and Stone**

jwhite@gmail.com - 206-555-3277

**Dr. Lindsey Fuller from Seattle Community College**

lindsey.fuller@seattlecc.edu - 206-554-7878

### Internships

**Sales Assistant at Queen Anne Tiles and Stone, Seattle**

January 2012 – June 2014

- Worked as a motivated and effective Floor Sales Assistant.
- Gained a strong working knowledge of Tiles and Stone.
- Worked to provide clients with the highest level of customer service.

### Details

2205 12th Ave E, Seattle, 98102, United States, (206) 233-7154  
eleanor.jones@gmail.com

### Skills

**Advanced Marketing Skills**

**Interpersonal Communication Skills**

**Strong Customer Service Skills**

**Knowledge of Products and Services**

**Creative Problem Solving Skills**

**Excellent Phone Etiquette**

### Languages

**Spanish**

**English**



# REFERENCE LIST

- Be prepared with a typed list when requested.
- Generally, a reference sheet will consist of the name, title, business mailing address, phone number and email addresses of three to five professional business/education references.
- Personal references are usually seen as a less objective source of information.
- Ask people if they are willing to serve as references before you give their names to a potential employer.
- It is a good idea to use the same header and font on your references page as you used on your resume.

**[YOUR NAME]**

888 Grant Avenue ❖ New York, NY 10603  
(888) 888-8888 ❖ [YOUR\\_EMAIL@gmail.com](mailto:YOUR_EMAIL@gmail.com)

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## Professional References

### REFERENCE NAME #1

[POSTION TITLE]

COMPANY NAME

(999) 999-9999

[REFERENCE\\_EMAIL@gmail.com](mailto:REFERENCE_EMAIL@gmail.com)

Relationship to Reference

### REFERENCE NAME #2

[POSTION TITLE]

COMPANY NAME

(999) 999-9999

[REFERENCE\\_EMAIL@gmail.com](mailto:REFERENCE_EMAIL@gmail.com)

Relationship to Reference

### REFERENCE NAME #3

[POSTION TITLE]

COMPANY NAME

(999) 999-9999

[REFERENCE\\_EMAIL@gmail.com](mailto:REFERENCE_EMAIL@gmail.com)

Relationship to Reference

# NOT ALL RESUMES LOOK THE SAME

- Different industries look for different things on a resume
- Resume should match the type of job you are applying

Law Enforcement

Marketing

Nursing

Education

## POLICE OFFICER

from Resume Genius

### CONTACT

(123) 456-7895  
VictoriaClark@gmail.com  
45 Winfield Dr.,  
Albuquerque, NM 87101  
LinkedIn.com/in/username

### RESUME OBJECTIVE

A 9-year veteran of the Albuquerque Police Force, serving 3 years as a patrol officer and on the gang unit before being promoted to Sergeant in 2013. A resident of Albuquerque for over 30 years and committed to growing as a leader both in the community and police force.

### PROFESSIONAL EXPERIENCE

**SERGEANT**  
Albuquerque Police Department, Albuquerque, NM  
2013 - 2018

- Led and supervised a squad of 12 patrol officers
- Implemented a training program for over 40 new recruits and upgraded skills for squad
- Commended for disciplinary approach and leadership

**POLICE OFFICER**  
Albuquerque Police Department, Albuquerque, NM  
2010 - 2013

- Patrolled and protected Albuquerque's most challenging neighborhoods for over 3 years
- Initiated community and gang outreach program with former gang members to reduce youth membership in street gangs
- Worked closely with inner city schools on drug prevention and domestic violence initiatives

**CADET**  
Albuquerque Police Department, Albuquerque, NM  
2009 - 2010

- Completed a 26-week Police Officer training program
- Finished top of the class in fitness examination and self-defense training
- Trained with a special focus in community policing & patrol procedures

### EDUCATION

**LEADERSHIP IN CRISIS TRAINING PROGRAM**  
Glyco, GA / 2017

**B.S. CRIMINAL JUSTICE & POLICE SCIENCE**  
Brookline College  
Albuquerque, NM / 2009

### KEY SKILLS

Analytical Thinking and Planning  
Strong Communication  
Accuracy / Attention to Details  
Organization and Prioritization  
Problem Solving  
Team Leadership

### CERTIFICATIONS

CPR & FIRST AID CERTIFIED  
American Red Cross  
2016

## Robert Johnson

Digital Marketing Specialist

Marketing professional with proven experience in planning and coordinating marketing policies and programs, such as determining the demand for products and services offered by a firm and its competitors in order to identify new potential customers. Strong expertise in developing pricing strategies with the goal of maximizing profits.



robert.johnson@novoresume.com | 044 600 2019 | New York | linkedin.com/in/robert.johnson

### PROFESSIONAL EXPERIENCE

#### Digital Marketing Manager

Astoria Baumanx

03/2017 - Present | New York

**Achievements**

- Created a new format for reporting and presenting the sales, customer engagement and Google Ads reports that shortened the number of meetings by 30% during the last 3 quarters.
- Updated and monitored the Bid Strategy in Google Ads and Bing Ads which resulted in a CTR increase by 3.2% in the first month.
- Redesigned and conducted keywords research for updating the product pages on the online shop which increased the organic keywords in Top 100 by 5,600 and in Top 10 by 315 for high-volume searches (over 10,000 monthly clicks).
- Located and proposed new potential business partnerships (B2B) by contacting potential partners and attending networking events which resulted in 3 new strategic partnerships.

#### Marketing Assistant

Riot Games

02/2015 - 05/2017 | Chicago

**Tasks**

- Assisted in the creation of press releases and new blog posts.
- Compiled and distributed successfully the financial and statistical information, such as spreadsheets for the best performing games.
- Conducted primary research with users playing the most downloaded games.

### INTERESTS

Video Games | Music | Renewable Energy | Artificial Intelligence

### SOFT SKILLS

Teamwork | Leadership | Time Management  
Flexibility | Empathy | Problem solving

### MARKETING SKILLS

**SEO**  
Semrush, Ahrefs and Linkbuilding Techniques

**Google**  
Ads, Analytics and Tag Manager

**Email Marketing**  
ActiveCampaign, Litmus and SendGrid

**CMS**  
WordPress, Joomla and Ghost

### EDUCATION

**MS in International Marketing and Management**  
The University of Chicago  
06/2014 - 06/2016

### CERTIFICATES

SEMrush Content Marketing Toolkit Course (2019)  
Google Analytics Individual Qualification (2018)  
PCM - Digital Management Certification (2018)

### LANGUAGES

English: Native | Spanish: Full Professional Proficiency | French: Full Professional Proficiency



## JAMES SCOTT

example@example.com | (555) 555-5555  
San Antonio, TX 78202

### PROFESSIONAL SUMMARY

Dedicated and compassionate Registered Nurse with 12 years of experience working with HIV/AIDS patients. Proven ability to provide direct patient care in a fast-paced environment. Calm and level-headed with ability to handle difficult patients and high-stress situations. Use strong verbal communication skills and humor to develop strong relationships with patients and their families.

### WORK HISTORY

**Registered Nurse** | UT Health San Antonio - San Antonio, TX | 05/2012 - CURRENT

- Center provides reliable HIV/AIDS testing and diagnosis to up to 500 patients per year
- Offer early intervention and regular treatment to a caseload of up to 75 patients
- Communicate, consult and collaborate with outside medical specialists to develop individualized treatment plans and coordinate care
- Educate patients about the disease and safe sex practices
- Administer medications, injections and IV treatments
- Advise patients about available community resources and support groups

**Registered Nurse** | San Antonio AIDS Foundation - San Antonio, TX | 03/2010 - 05/2012

- Provided a full range of services to a caseload of up to 50 patients
- Coordinated HIV education programs designed to prevent the spread of HIV
- Trained nurses to provide pre- and post-test counseling for those seeking HIV testing
- Administered medications and treatment to patients and monitored responses while working with healthcare teams to adjust care plans

**Registered Nurse** | Alamo Area Resource Center - San Antonio, TX | 05/2008 - 03/2010

- Cared for at-risk individuals including the homeless and disabled
- Specialized in providing care for patients with life-threatening and chronic illnesses, including, but not limited to HIV/AIDS
- Provided free HIV/AIDS testing and diagnosis to hundreds of patients each year
- Compassionately cared for a vulnerable patient population, reducing the treatment "drop-out" rate by 25 percent

### SKILLS

Preventative health | Patient evaluation | Intravenous therapy | Medical laboratory procedures | Strong clinical judgment | Charting and clinical documentation | Strong communication | Staff supervision

### EDUCATION

University of Texas Health Science San Antonio, San Antonio, TX.  
**Bachelor of Science:** Nursing  

- Minored in Health Administration

### NAME

email | www.linkedin.com/in/ | phone number

### Art Teacher

Creative, organized, Art Teacher highly regarded for extensive experience in classroom administration, professional development, and project planning. Student-centric instructor, academic facilitator, and motivational coach who champions student achievements while promoting a safe and positive learning environment. Creates engaging lesson plans and integrates educational technology to drive retention, comprehension, and participation. Accomplished in building trust and meaningful relationships between students, parents, and administrators. Thrives in fast-paced, diverse, and collaborative environments.

### CORE COMPETENCIES

- Art Education
- Child Development
- Communications
- Relationship Building
- Student Evaluations
- Web-Based Learning
- Assessments
- Program Evaluation
- Classroom Management

### WORK EXPERIENCE

- Art Teacher** | ZipJob | New York City, NY | Year - Present
- Worked collaboratively with other teachers to review data and develop instructional strategies to address student learning objectives.
  - Supported other teachers with Art instruction.
  - Worked with other teachers and administrators to evaluate and revise elementary school programs.
  - Pursued professional development continually by attending educational conferences and teacher training workshops.
  - Participated in student recruiting sessions and other marketing efforts that required teacher representation.
  - Collaborated with other teachers to coordinate social activities and field trips in alignment with curriculum.
  - Set up lesson materials, bulletin board displays and demonstrations.
  - Created and taught engaging lessons and activities.
  - Promoted physical, mental and social development by implementing classroom games and outdoor recreational activities.

**Teacher Assistant** | ZipJob | New York City, NY | Year - Present

- Fostered team collaboration between students through group projects.
- Introduced special outreach programs to department chair in effort to increase institution's interest in community service.
- Boosted cultural awareness by incorporating children's literature from cultures around the world.
- Completed assignment grading in a timely manner to communicate student progress.
- Determined student strengths and weaknesses through DIBELS, STAR testing and weekly assessments.

### EDUCATION

Bachelor of Science | New York University  
Certification | School





# COVER LETTER

**Introduce yourself to the hiring manager**



# CHARACTERISTICS OF A COVER LETTER

- Short and to the point, no longer than 1 page
- Personalized to you
- Add in details specific to the job you are applying for ex. Company name, job title, aspects that would make you qualified, etc.



# CONTENT OF A COVER LETTER

- Addressed to the hiring manager
- List one to three of your top achievements
- Explain some of your skills that make you qualified for the job that you are applying for
- Briefly touch on why you are a good fit for the organization
- Let them know you have attached a resume and can provide references or they are included

At the top of the page, be sure to put the date, as well as your name and contact information

M|W

**MEREDITH WALTER**  
MARKETING MANAGER

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**CONTACT**

123.456.7890  
youremailhere@gmail.com  
City, State  
yourwebsite.com

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November 20, 2017

Mr. George Williams  
Director  
Company Name  
Street Address  
City, State, Zip Code

Dear Mr. Williams,

Begin your introduction by stating what job you are applying for. This letter gives you an opportunity to explain why you are interested in a particular position and the organization. This is your chance to highlight the parts of your background that directly relate to the position for which you are applying. Show in a narrative form how you can meet their needs and communicate your interest, motivation, and self-confidence for the job.

Make sure you mention the specific position and your current status. Highlight the key points in your background that sell yourself as the right candidate for the position. You do not want to repeat everything that is in your resume – the cover letter just gives a taste of your accomplishments so the person will want to read your resume.

One useful way to tailor your letter to the job is to use keywords from the job posting. Think of concrete ways to prove you will add value to the company. Include examples of specific accomplishments from previous jobs. Close with all the important details. Your cover letter is an example of your communication skills, so draft it carefully and have it reviewed by a trusted person. Your first goal with this letter is to move on to the next step: an interview. Your overarching goal, of course, is to get a job offer. Use your application letter to further both of these causes.

Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity.

Sincerely,

Meredith Walter

Use the hiring managers name if known. When you do not have the person's name "To Whom It May Concern" is a safe introduction.



A photograph of a large, multi-story brick building with white window frames and arched windows. The building has a central entrance with a pediment and the words "MARSHALL HALL" inscribed above the door. There are steps leading up to the entrance and a small garden area in front. The image is semi-transparent, serving as a background for the text.

MARSHALL HALL

# THANK YOU NOTE

Thank the person that took the time to  
interview you

# WHY ARE POST-INTERVIEW NOTES NECESSARY?

- Allows you to present any important information that you forgot to mention during the interview
- Places you back in your interviewer's awareness
- Allows you to reiterate why you are the best person for the job
- Communicates your enthusiasm for the position
- Demonstrates good manners and professional courtesy towards your interviewer



# TYPES OF THANK YOU NOTES

- Handwritten Note
- Typed Letter
- Email

Emails are less personal, but can be sent in timely manner. A letter of thanks/email of gratitude should be sent no more than 24 hours following the interview.

# THANK YOU LETTER STRUCTURE

- Date
- Interviewer's Name/Contact Information
- Greeting ("Dear Mr./Ms./Dr. \_\_\_\_\_")
- Body Text (includes a simple, clear, and straightforward thank-you; no longer than four paragraphs)
- Closing (i.e. "Best regards," "Sincerely")
- Signature
- Contact Information



# WHAT TO INCLUDE IN A THANK YOU LETTER

- A sincere expression of appreciation
- A statement recapping conversational highlights
- Express your excitement for the opportunity
- Confirm your competency for the position
- Comment on the next steps
- Express gratitude
- Contact information

# THANK YOU LETTER SAMPLES

Example

[Date]

[Interviewer's Full Name]

[Company Name]

[Company Address]

[Company City, ST ZIP]

Dear [Mr./Ms./Dr. Last Name],

Thank you again for your time in speaking with me about the [job title] position this [morning/afternoon/evening]. The insight you provided about the responsibilities and daily duties of this position during our conversation greatly increased my interest in this role. I would be honored to use my [skills you discussed in interview] to benefit [company name] and its goals for the future, including the work you are currently doing on [project/work specifically discussed in interview].

Please do not hesitate to reach out to me if you have any additional questions. I look forward to visiting with you again soon.

Best regards,

[Your Full Name]

400C Hunter Ridge  
Blacksburg, VA 24060  
(540) 555-1111  
boles@vt.edu

October 26, 2006

Ms. Glenna Wright  
Human Resources Manager  
Fashion Department Store  
2000 Line Drive  
Fairfax, VA 22030

Dear Ms. Wright:

I enjoyed interviewing with you during your recruiting visit to Virginia Tech on October 25. The management trainee program you outlined sounds both challenging and rewarding and I look forward to your decision concerning an on-site visit.

As mentioned during the interview, I will be graduating in December with a Bachelor's degree in Fashion Merchandising. Through my education and experience I've gained many skills, as well as an understanding of retailing concepts and dealing with the general public. I have worked seven years in the retail industry in various positions from Salesclerk to Assistant Department Manager. I think my education and work experience would complement Fashion's management trainee program.

I have enclosed a copy of my college transcript and a list of references that you requested.

Thank you again for the opportunity to interview with Fashion Department Store. The interview served to reinforce my strong interest in becoming a part of your management team. I can be reached at (540) 555-1111 or by email at boles@vt.edu should you need additional information.

Sincerely,

Marianne Boles

Enclosures



A photograph of a white chapel with a steeple, set against a sunset sky. The chapel is surrounded by green grass and trees. A brick pillar in the foreground has a sign that reads "CHAPEL ON THE HILL".

# EVALUATE

**Evaluate and reflect on this application process**



# EVALUATE THE APPLICATION PROCESS

- Take time to reflect and evaluate how your application process was and what you could do better for next time
- Don't be discouraged, not everyone is right for every job
- It's about finding a good fit for both parties involved



# INTERVIEW PROCESS TIMELINE

Send a cover letter & resume to the hiring agent via email if you have the information. If you do not have the name of the hiring agent, just submit these documents to the link provided.

By the next morning, follow up with the person that interviewed you and send them a handwritten thank you note or an email. This isn't super common these days so doing this will help you stand out.

APPLY

COVER LETTER  
& RESUME

INTERVIEW

THANK YOU  
LETTER

Apply for the job wherever you see the listing or opening.

Bring a second copy of your cover letter and resume to the interview with you. Often times the person interviewing you wasn't the one who looked at your resume first, and handing them a copy would be advantageous.

A photograph of a large, multi-story brick building with white window frames and arched windows. The building has a central entrance with a pediment and the words "MARSHALL HALL" inscribed above the door. The image is faded to serve as a background for the text.

# QUESTIONS

**Send Resumes to be Reviewed to:**

**[bmayer@etbu.edu](mailto:bmayer@etbu.edu)**

**(see Career Services page for appointment)**