



# Invergarry Resume Writing Guide

## What is a Resume?

First things first, let's define a resume. A resume is a summary of your work history, skills, and education. a resume should be tweaked and edited for each specific job for which you apply, and it should be just one or two pages long.

A resume is the most requested document in any job search — followed by the cover letter, of course. In fact, recruiters scrutinize job candidates' resumes more closely than their cover letters. **So here are 35 Tips to Guide You Through the Resume Process:**

## What Goes Where?

### 1. Every Time: Name, phone number, and email address

Ensure that your name is prominent at the top of your resume, followed closely by a *personal* phone number and email address. Don't use your work contact information if you have other options.

### 2. List a professional-sounding email address

Your email address is typically at the top of your resume and one of the first things a recruiter will see, so *juicy1249@aol.com* won't cut it.

Outdated email clients like AOL or even your old college *.edu* email address can also be a turn off. If you don't already have one, set up a free Gmail address based around your first and last name.

### 3. Include your LinkedIn URL with your contact info

These days, you should absolutely include your LinkedIn URL on your resume with the rest of your contact information. The recruiter is going to look it up anyway, so you might as well make it easy for them.

Customize your LinkedIn URL by navigating to your profile and clicking, "Edit public profile & URL."



Personalize the URL for your profile.

[www.linkedin.com/in/](http://www.linkedin.com/in/)\_\_\_\_\_

### 4. Set the tone with a headline, and a profile or summary

A resume headline is a concise description located just below your name and above your profile or summary. It quickly communicates who you are as a candidate and, when written effectively, grabs the attention of hiring managers. Example of resume headline

*Customer Service Lead with 7 Years of Inbound Call Center Experience*

*Personable Customer Service Representative Proficient with Call Tracking Software*

## 5. How to Write a Resume Profile-YOU NEED TO DO THIS!

A profile is a written statement located at the top of your resume under your contact info and headline. Your profile briefly highlights the experience and skills you bring to the position. It also lists achievements or accomplishments made at your current or previous role listed as a paragraph or bullet points. Use this section to explain your skills and qualifications to the hiring manager to give them a better idea of how this experience can benefit their company. Include details about accomplishments and achievements using percentages or other statistical data to accurately explain the results brought in to the company.

A resume profile should highlight certain elements of your qualifications for the role in a way that stands out to hiring managers. To accomplish this, your profile should detail:

- How many years of experience you have
- Your specialty or area you have the most experience in
- Your soft or hard skills that are relevant to the position
- Any achievements you've accomplished that brought in results
- Keywords used in the job posting

### **Resume Profile Examples:**

Hard-working waitress, seeking to use high-level customer service skills to deliver service excellence at Cardison's Restaurant. At Owen Sarpo's Country Club, commended by management 5x for efficiency. As vice president of school fundraising committee, surpassed previous 10-year fundraising average by \$3,000.

Organized retail associate with experience using customer service skills to provide customers with a unique and beneficial purchase experience. A highly driven and motivated employee who sold 120 products in one month, resulting in a 15% increase in store revenue. Looking for a company that will challenge me to sell software products that enhance the productivity levels of different companies.

A self-starter and quick learner. Versatile skill set with experience in customer service, sales, and written and oral communication. Received multiple awards for excellence in customer service. Recognized skills in mentoring, mediating between employees, and in leading team projects.

## 6. Ditch your references to save some space

Hiring managers assume that you have them, so you don't need references on your resume. Do not include a list of references or the phrase, "references available upon request" unless the job listing says otherwise.

## 7. Know where your education section should go

For most job seekers, the education section should be kept simple — *degree, graduation year, school name, location* — and placed below work experience.

Recent grads should move the education section near the top of their resume, underneath their contact information. Listing relevant coursework, honors, clubs, extracurriculars, and other job-relevant details will help make up for a lack of professional experience.

## 8. Mix and match resume sections to highlight your best experience

While most resumes should include your name and contact information, work experience, and education, there are a number of other resume sections that can showcase your most relevant experience. Some examples include:

- Career Summary or Profile\*
- Accomplishments or Achievements
- Skills Section\*
- Volunteer Work\*
- Certifications and Licenses\*
- Awards and Honors

## Resume Tips for Formatting and Style

### 9. Recruiters don't trust the functional resume format

Job seekers with unconventional work history or gaps in their resume prefer the functional resume format because it shifts the focus away from work experience and onto skills and accomplishments. Unfortunately, recruiters are suspicious of it for the exact same reasons.

### 10. Add months to your employment dates

When listing your start and end dates in your work experience, failing to include months can make a hiring manager suspicious. After all, an employment period of "2016-2017" could mean anything from one month to two years.

### 11. Choose the right resume font

Recruiters spend mere seconds deciding whether your resume is worth investigating. Make your resume easy to read and skimmable with a straight-forward, common font. The best resume fonts include serif fonts like Cambria, Garamond, Arial and Palatino or sans serif fonts like Tahoma, Calibri, Helvetica, and Verdana.

### 12. Keep your formatting consistent

Beyond readability, your formatting and design choices will impact how a recruiter judges your attention to detail and professionalism. Whatever design or template you choose, ensure that your fonts, heading styles, indentation, and the way you use italics or bold fonts are consistent throughout your resume.

### 13. Protect your white space

There's a lot of advice saying you should keep your resume to one page, but you might be better off with a two page resume rather than a single page stuffed to the margins with content.

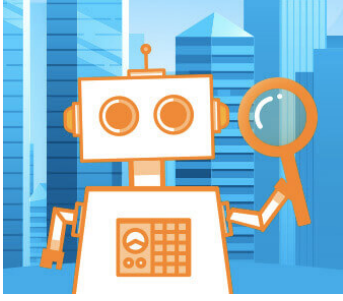
When possible:

- Keep your margins between 0.5-1 inch
- Use bulleted lists rather than big block paragraphs
- Add space between sections

White space between sections makes your resume more digestible for a recruiter.

## Resume Tips for ATS (Applicant Tracking Systems used in Indeed, etc.)

### 14. Understand applicant tracking systems



Most hiring companies, including 99 percent of Fortune 500 companies, use applicant tracking systems (ATS) to collect, filter, and search job applicants.

There are dozens of ATS, each with their own unique features and bugs. Even if you're highly qualified for a position, failing to optimize your resume for ATS could cause you to slip through the cracks.

### 15. Tailor your resume keywords

Many popular ATS either automatically rank applicants based on how the resume compares to the job description or allow the recruiter to search applicant resumes for key terms.

These search terms are typically job titles or hard skills. For example, a recruiter looking for an administrative assistant might start by searching for “*administrative assistant*” to find candidates who has done the job before. After that, they might search for desired skills and experience like “*Microsoft Office,*” “*Scheduling,*” or “*Compliance*”

Identify important keywords in the job description and add them *exactly as they appear* to your ATS resume where applicable. The keywords most critical to the job should appear multiple times in your resume.

### 16. Include the job title right on your resume

If you're applying for a position and you held that job title in the past, that's great! But if you haven't previously held the exact title for which you're applying, add it! This will make a huge difference for your visibility.

It's acceptable to put the job title near the top of your resume along with your name and contact information. For example: **Jackie Romano**

Account Manager • (555) 555-5555 • [j.romano@gmail.com](mailto:j.romano@gmail.com)

### 17. Optimize your keywords with Jobscan

Resume keyword matching is easy with Jobscan. You just paste in or upload your resume and paste in the job description to receive an instant analysis that includes a match rate, job title matching, missing hard skills, and many other resume tips and best practices that go beyond ATS.

Go to <https://www.jobscan.co/>

SCAN YOUR RESUME  
FOR APPLICANT TRACKING SYSTEMS



## **18. Have to re-enter your resume info? Take it seriously**

Some online applications require you to upload a resume then re-enter all that information into text fields online. Do not leave these blank or type “see resume.” In these cases, the resume you uploaded is for the recruiter to glance over or print out, whereas the text fields will be used to create search results or filters within the ATS.

At bare minimum, copy the information from your resume into these fields. To create an even more ATS-optimized application, use the extra space to expand upon your work history, skills, and accomplishments.

## **19. Don't upload your resume as an image file**

Because ATS are known to mess up your resume's formatting, some try to preserve their design by uploading their resume as a static image, like a .jpg file. However, this will only puzzle recruiters, cause errors in systems, and make your resume unsearchable. Always use a .docx or .pdf file.

## **20. File names matter in ATS**

Your resume's file name will be listed front and center for the recruiter in some ATS interfaces. Keep your resume file name professional. Consider using your name and the position for which you're applying in the file name. For example: *Jon\_Shields\_Project\_Manager.pdf*

It's a small thing, but it keeps your name at top of mind and shows that you're organized.

Also avoid special characters in your file name as they can cause errors in some systems. Stick to letters, numbers, spaces, underscores, and dashes.

## **21. Become a passive candidate**

Don't just peruse the job boards and apply for the jobs that catch your eye. Create an account on those sites and upload your resume so that you can be found by recruiters. This may open up job opportunities you didn't even know were available.

Some sites where you can upload your resume for recruiter search include Indeed, Glassdoor, Monster, The Ladders, Angellist, and *many* more. Keep an eye out for sites specific to your field.

## **Highlighting Your Skills**

## **22. Create a skills section**

Having a dedicated skills section near the top of your resume is a great way to show off your most important abilities. This approach helps optimize your resume for ATS by ensuring you have important skills in your resume, but can also catch a recruiter's eye and quickly confirm that you have what they're looking for.

Here are some tips and examples on how to present your resume skills:

**Communication** — Focus on your verbal, writing and presentation skills, but also your collaborative and customer service skills.

- *Wrote a monthly email newsletter to customers that increased website traffic by 35 percent.*
- *Presented in eight company webinars that reached an audience average of 5,000 per session.*

**Multitasking** — It might be more challenging to show quantifiable results for multitasking. But you can still give the employer an idea of the competing tasks and situations you've handled regularly — and how you did so calmly and efficiently.

- *Smoothly and calmly prioritized multiple web design projects for a team of 20 people in a fast-paced environment.*
- *Managed competing editorial deadlines for the company's annual report and corporate citizenship report, while delivering weekly new content to the organization's email marketing team that improved click rates by 20 percent.*

**Leadership** — You don't have to be in a managerial role to show leadership.

- *Led a 10-person task force that worked together to succeed in reducing firm operating expenses by 15 percent.*
- *Organized and chaired a six-member employee volunteer task force that researched corporate philanthropic practices and recommended new beneficiaries for senior management consideration.*

**Problem-solving** — Show the essential role you've played for current and past managers by spotlighting examples of when you'd double-down on resolving longstanding team problems or show creativity when faced with a challenge.

- *Implemented new consolidation procedures for monthly and quarterly close, reducing closing time by 30 percent.*
- *Closed 92 percent of desktop support tickets on the first call without escalation.*

## 23. Back up your skills with context

That said, a bullet list of keywords is not enough. It might help you come up in an ATS search or catch a recruiter's interest, but they won't believe you're actually skilled just because you put it in a list. All skills must be backed up with context.

One way to do this would be by expanding within the bullet list. For example:

- *CRM, Salesforce: 4+ years experience operating daily within Salesforce CRM. Earned Salesforce Certification in January 2018. Also have experience with Pipedrive (1 year), and Highrise (6 months).*

If you don't want to use so much room at the top of your resume, instead work this context into your work experience section. Once a recruiter sees *Salesforce* in your skills list they'll skim through your work experience trying to figure out where, when, and how you utilized it in your career.

## Honing Your Experience

## 24. Maintain a master resume

Yes, you're supposed to tailor your resume to the job you're applying for every single time. That doesn't mean you should write your resume from scratch every time.

Consider maintaining a master resume. It should contain all your job duties, all your accomplishments, all the tools you used— everything you can think of for every job you've ever had.

## 25. Make it skimmable

- Write an attention grabbing resume headline.
- Top-load your resume.
- Use short sentences and bullet points.

As resume writer Adrienne Tom wrote, “eliminate wordiness and excess details and just deliver straight facts.”

## 26. Duties tell, accomplishments sell

**Duty:** Respond to customer service inquiries via email and live chat platform.

**Accomplishment:** Respond to an average of 176 customer service live chats and 203 emails per week, improving response time by 74% and customer satisfaction by 31% between 2016 to 2017.

**Duty:** Write articles for blog according to SEO best practices.

**Accomplishment:** Write articles for blog according to SEO best practices, resulting in 53% increase in organic search traffic YoY.

Replace duties with accomplishments and it sets your resume apart.

## 27. Contextualize measurable results and quantify (make it countable)

Measurable results are worthless without context.

“Signed \$2 million in new business in Q3” could mean wildly different things depending on the business. If each deal is worth around \$10,000 and no one had ever sold more than \$1.5 million, this accomplishment shows that you’re a sales genius. But if each deal is worth \$2 million, well... at least you got one.

Detail your accomplishment as well as *why* it was a big deal for you and your employer. Using percentages (“...increased sales 34% YoY”) is one way to provide context.

## 28. CAR and STAR aren’t just for interviews

CAR: Context/Challenge, Action, Result

STAR: Situation, Task, Action, Result

These methods are more commonly used to prep for interviews. They are also a great template for presenting your top skills and measurable results on your resume.

You won’t have room to address each of these items for every duty and accomplishment, but they can make your top selling points more impactful. What happened? What were you trying to accomplish? How did you deal with it? What was the end result?

## 29. Align your resume with company values and culture

Interviews exist for a reason. Hiring managers want to get a better idea of who you are and how you would fit in with the rest of the company. While details about your personality don’t have a place in your resume, you can demonstrate your cultural fit in other ways.

For example, read up on the company’s values and see if any volunteer work or side projects you’ve done align with their mission. You can also check out your prospective manager and team members on LinkedIn and find out if there are any skills or passions that tie them together.

### 30. Fill employment gaps with side hustles

You don't need a job to get to work. Add a side hustle to your resume to add new skills, fill resume gaps, and showcase an entrepreneurial spirit.

"I could have left a year's gap on my resume," wrote marketing exec Dina Louie about her layoff and resume gap. "Instead, I started some freelance work and my own project the month after my layoff to show I had other things I was focused on. This made a world of difference when I interviewed!"

### 31. Show that you're always learning

Continuing your education shows that you're serious about your career and adds value to your resume. This doesn't have to mean heading back to school to get your master's degree. There are a number of free certifications that can be added to your resume, such as Hubspot Academy's Inbound Marketing Certification.

## Wordsmithing and Resume Writing Tips

### 32. Use active voice and action words

Using passive voice on your resume will make you seem insecure and unwilling to take responsibility for your successes. It also tends to be needlessly wordy, using up precious real estate and making it harder for a recruiter or hiring manager to read.

For example:

**Passive Voice:** Over 10,000 widgets were shipped each month by the department I oversaw.

**Active Voice:** Oversaw shipment of over 10,000 widgets per month.

Use strong resume action words (designed, eliminated, led) at the beginning of your sentences to focus your duties and accomplishments while showing off your confidence.

### 33. Remove "was"

To make your resume sound strong and deliberate, try removing every "was" and "were" you can. For example, "Was responsible for maintaining client relationships" can become "Maintained client relationships." See the difference?

### 34. List numbers numerically

This one goes against typical writing rules. In your resume, even numbers 10 and under should be listed numerically rather than spelled out. They will stand out for a hiring manager skimming your resume, drawing attention to your resume achievements. Plus it saves space.

### 35. Proofread and triple-check

Spell check is not enough!

- Reread your resume after stepping away for a couple hours
- Read it out loud or paste it into a text-to-voice reader
- Ask your partner or friend to review it

**Best of luck with your resume and job search!**



# Resume Templates and Examples

## Resume Template #1

KEITH O'DONNELL

(555) 555-1234 - keithodonnell@email.com

linkedin.com/in/your-name-here

Add a strong resume summary/profile here that highlights what it is you do, the types of companies you've worked with, and why you're great at your job. Experience, specializations, areas of interest, etc. Use this statement to communicate the career track you're pursuing, any specialties from your education or personal projects, and how you will contribute. (Sample- A self-starter and quick learner. Versatile skill set with experience in customer service, sales, and written and oral communication. Received multiple awards for excellence in customer service. Recognized skills in mentoring, mediating between employees, and in leading team projects.) Key skills include:

Skill 1 - Skill 2 - Skill 3 - Skill 4  
Skill 5 - Skill 6 - Skill 7 - Skill 8

### WORK EXPERIENCE

*Job Title - Company 4, Location*

*mm/yyyy - present*

- Tailor your experience sections to the job description. Don't use up too much of your space detailing daily duties that aren't relevant to the job for which you're applying.
- Study the job listing to figure out what's most important to the hiring manager.
- Use important resume keywords and accomplishments that speak to your ability to execute.

*Job Title - Company 3, Location*

*mm/yyyy - mm/yyyy*

- Work the hard skills and keywords found in the job description right into your resume. That said, simply listing the keywords in these dedicated skills sections is not enough.
- Recruiters want to see context that proves that you actually possess the skill.
- For example, if you mention a piece of software like Microsoft Excel, Adobe Photoshop, or AutoCAD, mention the types of projects it was used for.

*Job Title - Company 2, Location*

*mm/yyyy - mm/yyyy*

- Recruiters like to be able to get an idea of why you move from company to company. Demonstrate your increasing impact and responsibility from job to job.
- This shows the recruiter that you're capable of taking on more and more and gives them an idea of where your career is heading.

*Job Title - Company 1, Location*

*mm/yyyy - mm/yyyy*

- You don't need to include every job you've ever had on your resume. Stick to the jobs that are most relevant and demonstrate your career trajectory.
- For example, if you are a Project Manager, you probably don't need to mention the supermarket job you had as a teenager.

## Volunteer Experience

*Volunteer Role - Company 2, Location*

*mm/yyyy - present*

- Tailor your experience sections to the job description. Don't use up too much of your space detailing daily duties that aren't relevant to the job for which you're applying.
- Study the job listing to figure out what's most important to the hiring manager.
- Use important resume keywords and accomplishments that speak to your ability to execute.

*Volunteer Role - Company 1, Location*

*mm/yyyy - present*

- For your volunteer experience really play up your leadership and collaboration skills.
- Delve deeper into your technical know-how and hard skills.
- Try replacing some of your duties with accomplishments rather than duties. Remember, "duties tell, accomplishments sell." To create a strong measurable result, try this format:  
[Action verb] [brief explanation of accomplishment] resulting in [quantifiable outcome. Using %, \$, etc. will draw the eye and make an impact].

## EDUCATION

*Degree - Institution, Location*

*Graduation Year – yyyy*

- Consider listing course titles (not numbers), details of coursework and special projects, or academic accomplishments that show you're ready to excel in your new industry.
- You can also list organizations, clubs, teams etc. that show off additional interpersonal and leadership skills.
- Include your role within the organizations. Tie information back to the job.
- Include all education: Certifications such as Food Safe Level 1, WHIMIS, First Aid and CPR, Serving It Right, etc.

REFERENCES AVAILABLE UPON REQUEST

# Resume Template #2

**Esther Kim**

(555) 555-1234 • estherkim@email.com • linkedin.com/in/your-name-here

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## Summary

Add a strong resume summary here that highlights what it is you do, the types of companies you've worked with, and why you're great at your job. Experience, specializations, areas of interest, etc. *Key skills include:*

Skill 1 | Skill 2 | Skill 3 | Skill 4 | Skill 5 | Skill 6

## Experience

**Company 4, Location**  
*Job Title, MM/YYYY-Present*

When writing your experience section for a management position, be sure to focus on the teams you managed and the outcomes they were able to achieve.

- Use bullet points to highlight some of the most important things about your work.
- Tailor your resume by focusing on skills and accomplishments that relate to the job description, rather than simply listing your day-to-day duties.

**Company 3, Location**  
*Job Title, MM/YYYY-MM/YYYY*

Try replacing some of your duties with accomplishments rather than duties. Remember, "duties tell, accomplishments sell." To create a strong measurable result, try this format:

- [Action verb] [brief explanation of accomplishment] resulting in [quantifiable outcome. Using %, \$, etc. will draw the eye and make an impact].

**Company 2, Location**  
*Job Title, MM/YYYY-MM/YYYY*

Keep your sentences short and to the point. This will make it easier for a recruiter or hiring manager to read or skim.

- For your more recent positions, really play up your management skills.
- Your older positions will give you an opportunity to delve deeper into your technical know-how and hard skills.

**Company 1, Location**  
*Job Title, MM/YYYY-MM/YYYY*

Recruiters like to see the arc of your career. Make sure your resume conveys how your responsibilities have increased from one stop to the next.

- It's OK to leave certain positions off your resume if they aren't relevant.

## Education

Degree, Graduation Year (YYYY), College Name, Location

## Resume Template #3

# ELLIE STANTON

(555) 555-1234

*elliestanton@email.com • linkedin.com/in/your-name-here*

When you don't have much work experience as a recent grad, a strong summary statement can help add valuable context to your application. Use this statement to communicate the career track you're pursuing, any specialties from your education or personal projects, and how you will contribute.

## EDUCATION

*Degree / Graduation Year, GPA 3.7/4.0*

*College Name, Location*

- Consider listing course titles (not numbers), details of coursework and special projects, or academic accomplishments that show you're ready to excel in your new industry.
- You can also list organizations, clubs, teams etc. that show off additional interpersonal and leadership skills.

## WORK EXPERIENCE

*Job Title / Company 2, Location*

*mm/yyyy - mm/yyyy*

It's OK that you don't have much work experience as a recent grad. Having industry-relevant internships will help, but any professional experience will be helpful.

*Job Title / Company 1, Location*

*mm/yyyy - mm/yyyy*

Whether you worked your way through school as a bartender, in retail, or doing manual labor, there will be some transferable skills for the job or industry. Try to include results, like money or time saved or improvements made.

## VOLUNTEER EXPERIENCE

*Title/Role / Organization, Location*

*mm/yyyy - mm/yyyy*

Add volunteer experience. This is a great way to strengthen your resume, especially when you're just starting out.

# Resume Template #4

## Ayesha Abidi

(555) 555-1234

ayeshaabidi@email.com • linkedin.com/in/your-name-here

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### Executive Summary

(Insert key strength(s)) (insert target job title) with (insert years of experience) in the (insert specialty/ industry) space. Specialties include (insert 3 – 5 areas of relevant expertise). A (insert key strength) (insert noun to describe yourself – i.e. leader, change agent, etc.) recognized for (insert key trait) and/ with (insert key trait) to (insert outcome – i.e. achieve goals, drive revenue, ensure operational efficiency, etc).

### Highlights

- The above template is just one way to do it. [Learn more about writing bold executive summaries](#)
  - Punctuate your summary with bullet point highlights for key achievements
  - Mention your biggest gains and savings in terms of dollar amounts if possible
  - Add any awards, honors, and designations you've earned as an executive
- 

### Professional Experience

#### Company 6, Location

*Job Title*

**MM/YYYY-Present**

At the executive level, little attention should be paid to your day-to-day duties, work habits, or even hard skills. Instead, it's all about results and impact. Under your leadership, what was the business able to achieve? What were your biggest initiatives? What bold moves did you make improve the company's standing? How much did the business grow while you were in the position?

- [Learn more about creating powerful, concise executive accomplishments](#)
- Numbers and results. Executive recruiters need to know you're going to move the needle
- For example: "Added \$32M in new profit over 3 years by developing differentiated product line which decreased service time 50% for end users."

#### Company 5, Location

*Job Title*

**MM/YYYY-Present**

When applying for executive positions, you can't lean on your hard skills as much as you did earlier in your career.

[Executive soft skills](#) take on greater significance. Unfortunately, you can't just *say* you have leadership and expect executive recruiters to believe you. You have to find a way to prove it. For example:

- Leadership: Ask yourself, what situations benefited the most from your timely leadership?
- Vision: When you mention your big ideas, initiatives, and accomplishments, demonstrate your vision by including the why and placing them in context of the bigger picture.
- Entrepreneurial: Think back to any pet projects you nurtured, departments you grew, or calculated risks that paid off big.

**Company 4, Location*****Job Title*****MM/YYYY-Present**

Typically, we advise to keep your resume to one page if at all possible. But if you've done enough that will make you perfect for this job you are applying for then-- you deserve another page or two. Don't worry too much about expanding beyond a single page as you show your career trajectory. That said, make sure to put your most important information and achievements on page one.

- Just because you can go beyond one page doesn't mean you should take the opportunity to get overly wordy or dig into the mundane details of the work.
- Use short bullet points and strong accomplishments to keep your experience powerful and to-the-point.

**Company 3, Location*****Job Title*****MM/YYYY-Present**

Your executive brand is important to executive recruiters. "I don't care if it goes back 15 or 30 years," an [executive recruiter told Jobscan](#). "I just want to see that the resume is promoting a highly competent, proven executive who knows what they're best at, where they want to go, and what they really want to do next in their career."

- ❖ Find opportunities to show not only the end results, but how you identify opportunities and achieve results
- ❖ If possible, communicate your business values. Give the recruiter an idea of what you'll want to accomplish first at this new job based on what you're sharing about your previous jobs.

**Company 2, Location*****Job Title*****MM/YYYY-Present**

As you get further back in your career to your roles as a manager or individual contributor, start to pepper in more of your hard skills and domain knowledge. Executive recruiters will like to gain an understanding of your career foundation.

**Company 1, Location*****Job Title*****MM/YYYY-Present**

"What have you done for me lately?" You don't need to include your entire career on your resume. If something is 15 or more years old, think hard about whether it adds to your candidacy or not, especially if [age discrimination](#) is a concern.

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**Education**

Degree, Graduation Year (YYYY - Optional)

College Name, Location

List additional certifications obtained or relevant leadership or management trainings completed

***GO TO [invergarrycareers.com](http://invergarrycareers.com)--. Resume templates and formatting for SAMPLES you can download and refer to***

## **Resume Example #1**

### **Joe Jobscan**

joejobscan@jobscan.co (555)555-5555

#### **WORK EXPERIENCE**

##### **American Insurance Inc June 2016 – March 2020**

###### ***Bilingual Partner Solutions Manager Chicago, IL***

Managed administrative responsibilities for a leading provider of supplemental insurance and membership products marketed to customers of bank and mortgage companies. Instrumental in creating office efficiency and profitability through organization, thorough research of customer enrollments, and successful execution of Sr Directors' cost-saving initiatives by converting 25% of our customers to direct billing through mailings and customer contact.

- Processed all accidental death insurance claims, research for client responses, expedited urgent customer correspondence, and updated customer information
- Monitored, coached, and provided supervision to 8 bilingual offsite customer service representatives
- Retrieved and executed quality control of customer enrollment recordings and customer service calls
- Ran customer quality assurance research, monthly reporting and control enhancement for monthly client audits.
- Organized and filed all customer correspondence, coordinated and stamped mass mailings for delivery
- Created procedure training documents, ordered office supplies, processed voicemail, and faxes.

##### **USA Technical Communications June 2014 - March 2016**

###### ***Technical Service Representative Naperville, IL***

Effectively reduced technician contracting costs through proactive research, negotiation and successful coordination of dispatch for voice and data equipment repair for national retail store chains.

- Maintained successful working relationships with corporate level vendors (Kohl's, AutoZone, etc.) and internal departments to create, follow up, and close technical service work order tickets
- Remotely assisted stores with retail hardware troubleshooting and diagnosis (register configuration, printer installation, phone system reboots)
- Managed help desk using Service Now and Oracle for timely fulfillment of projects and special move/add/change client requests

##### **General Holdings Corporation October 2012 – April 2013**

###### ***Quality Assurance Specialist Chicago, IL***

Quickly learned product offer creation systems to work alongside buyers. Proactively analyzed and troubleshot product offer creation for advertisements and maintained effective communication of escalations with IT Help desk and Critical Ops till resolution

##### **Lender Processing Services January 2009 - December 2011**

###### ***Foreclosure Referral Specialist Naperville, IL***

Managed accurate processing of a high volume of foreclosure and bankruptcy filings in collaboration with foreclosure attorneys and the collections department. Implemented a new streamlined document retrieval process to meet monthly attorney deadlines.

##### **American Sales Company February 2003 - July 2007**

###### ***Customer Service Representative Chicago, IL***

Processed credit card enrollments. Advanced to assist the call center manager in coaching, supervising and training of employees; handled call quality and managed call center productivity reporting.

#### **EDUCATION**

**Benedictine University, BA Communications August 2001 – June 2005**

## Resume Example #2

### Joe Jobscan

joejobscan@jobscan.co

<http://www.linkedin.com/in/joe-jobscan>

(555)555-5555

#### Professional Experience

##### **Administrative Assistant** 08/2019-12/2019

Financial Services, Inc., Knoxville, TN

- Proactively updated and destroyed outdated files to align with company regulation procedures regarding records.
- Made productive collection calls to out of date customers, follow up by sending mail to customers regarding monthly payments and solicitations. Improved payment reception by 10%-15% while managing Ad Hoc requests.
- Follow company policy regarding sensitive information for customers who came in for a loan. Data entry and documentation regarding payment plans and all communication with contacted customers, listen to customers while reporting abnormalities to the general manager.
- Organize files to be sent to our legal department including MS Excel Spreadsheets with summarized information, also digitizing files to company database.
- Practiced in various forms of social media marketing, including email marketing, marketing systems and advertising.

##### **Front Desk Manager** 03/2017- 04/2018

Best Western, Knoxville, TN

- Premade check-in forms and keys for arriving guests, saving time for second shift regarding check-in times.
- Processed transactions for handling cash for rooms along with general, involved hospitality tasks.
- Performs general administrative and clerical support while dealing with all aspects of front office management including receiving visitors in a professional manner, filing invoices/documents, collecting guest payments, routine maintenance, personnel management, and problem solving skills.
- Filling 64 rooms with paying customers and performing daily documentation of events to prepare reports for the shift while having hands on handling of reservations. Exercised good judgment for stay arrangements for these groups while exercising verbal communication skills with staff.
- Asked opinion regarding employee performance evaluations in regards to housekeeping and general recruiting/hiring by my direct supervisor. Maintains calendar as needed for staff and supply ordering logistics content.
- Customer service through courteous handling of community crisis at fair prices.
- Praised directly by the customer for effectively setting up and making accommodations for his elderly sister during a natural disaster event.
- Worked with insurance companies regarding payment and stay coordination for individuals in crisis. Issues included tree through house, fire, flooding, etc. Some guests were there for several months.
- Aided Florida evacuees during Hurricane Irma. After filling all 64 of our rooms, all callers were provided info on hotels in Oak Ridge, Knoxville or surrounding towns along with other forms of travel aid.

##### **Office Assistant** 04/2018-01/2019

Motel 8, Nashville, TN

- Aid customers with service and technical issues related to delivery and product quality while answering 20-30 daily phone inquiries related to company policies and management, customer service issues related to retail and internal correspondence while running a multi-line phone system.
- Act in administrative role for a sales team of 10-15 with excellent organizational skills while displaying professionalism to outside vendors to make purchase orders.
- Took detailed notes and prepared reports on calls from customers regarding problems, issues and complaints to ensure the highest level of customer service to resolve issues.
- Calming customers and getting all information before transferring them to the correct manager or those better able to assist them in a different department.
- Distributed time sheets to begin payroll processing, made corrections to time when employees were out.



**Librarian Assistant 10/2010 – 04/2018**

Nashville Public Library, Nashville, TN

- Worked at the circulations desk, answered phones, performed check-in/check-out activities, and maintained inventory of books, journals, textbooks, magazines, and audio-visual teaching materials.
- Developed knowledge of library classifications, cataloging and databases, fax machines, finding publications and general research.
- Had a key to the facility to open and close from ages 16-20, and was the only employee on site one evening a week and every Saturday, during those two days a new hire orientation was done with new staff/volunteers.
- Ability to work independently while fundraising for the facility or associated causes.
- Memorized titles and authors that were on the shelf. Could recall without looking up in the system if we had a book or particular author in stock.
- Instructed patrons on the use of Microsoft Office suites, specifically Microsoft Word and other computer systems.
- Ran Young Adult Fiction, filled in stock that was missing, requested more modern materials or classics from the category to get a rare age group into the library. Handled budget for the YA department
- Managed recruitment for volunteers regarding staffing needs for the library, took meeting minutes on subject.

**Education**

**BS in Business Administration:** International Business concentration 09/2017-04/2021 (Expected)

University of Tennessee – Knoxville, TN

**BS in Global Studies**

09/2012-05/2016

Middle Tennessee State University – Murfreesboro, TN

## **Resume Example #3**

# Joe Jobscan

joejobscan@jobscan.co |

555-555-5555 |

[www.linkedin.com/in/joejobscan](http://www.linkedin.com/in/joejobscan)

## **Skills**

Inventory/Cost Control | Food & Beverage Operations | Facilities Management/Sanitation | Menu Development | Purchasing/Procurement | Team Building & Leadership | Budget Planning/Administration | Profit & Loss Management | Banquets/Catering | Accounting/Payroll | Customer Service Management | Total Quality Management | Sales and Promotions | Business Development | Cash Management/Deposits | Vendor Relations | Staff Hiring/Training/Development | Operations Management | Food Production Standards & Controls | Cash Management

## **Work Experience**

### **USA Insurance | Chicago, IL**

#### **Independent Sales Agent**

*11/2019 - Present*

- Advise clients and possible new clients on their insurance needs with focus on life insurance, final expense planning and mortgage protection.
- Excellent interpersonal skills to build relationships, educate clients on insurance strategy with honest insight on how to achieve their financial objective and work with clients every step of the way until a policy is issued.

### **Candy Lane Inc. | Chicago, IL**

#### **District Manager - Retail**

*08/2018 - 10/2019*

- Served as District Manager overseeing 13 retail locations in the South Eastern District spanning 9 Eastern US states and contributing over \$10 Million in annual retail sales.
- Shoulder to shoulder coaching and counseling of retail management teams to establish selling strategy, delightful guest interactions, financial performance, checklists accountability, scheduling, payroll management, loss prevention, repairs and maintenance standards, monthly reports, in-store advertising, health and safety, brand compliance, merchandise presentation and techniques.
- Successfully increased DPT 10% by actively promoting and fostering shared learning across stores, delivered with honesty, integrity and offering useful real-time performance management for continuous improvement that promoted development of in store associates.
- Improved comp store sales by 8% and brought shrink variances inline to company standard of 2.3% through compliance in key Profit & Loss (P&L) metrics including Customer needs engagement, Sales attainment to budget, comp sales, margin performance, inventory control/in-stock, shrink, cash management, payroll, Market Intelligence, safety related claims, etc.

### **America's Frozen Foods | Atlanta, GA**

#### **Operations Manager – Food Distribution**

*03/2018 - 09/2018*

- Responsible for providing strategic direction and business analysis for the overall operation of a frozen product distributor handling \$26Million in annual order fulfillment of Unilever and Nestle frozen food and small format ice cream, proactively analyzing sales and performance to develop action plans designed to optimize revenue and increase market growth.
- Effectively led the elimination of one branch warehouse, significantly reducing expenses; while increasing the sales volume by 35%, freeing up \$2 million dollars in capital.
- Created easy to use Microsoft office tools (Excel and Word) for recordkeeping, contract management, compliance to FDA regulations and improved visibility when follow up and investigations were necessary.

### **America's Frozen Foods | Atlanta, GA**

#### **Director of Operations – Food Distribution**

*01/2017 - 06/2018*

- Developed and managed a diverse frozen food distribution team that consisted of 5 District Managers, 3 field Sales Managers, 3 Warehouse Managers, 63 drivers, 17 warehouse employees and 9 service technicians and 7 branch hubs servicing up to 8,000 customers in Florida, Illinois and Michigan and generating annual sales of \$38 Million

- Successfully implemented a sales strategy that increased business opportunities at independent clients, enhancing revenue by \$2.3 Million and increasing customer retention rates to 92% in the independent client segment.
- Planned daily operation strategies, including delivery routing, team workflows, contract management and promotional initiatives.
- Developed new promotional strategies to increase customer base and market share, promoting ice cream products through diverse channels.

**Willy Wonka's Chocolate Factory | Atlanta, GA**

**Regional Manager - Restaurant and Retail**

**Operations 01/2012 - 01/2017**

- Oversaw multiple Retail and Food and Beverage locations with over \$22Million in annual restaurant and retail sales.
- Efficiently enforced company standard operating procedures, health and safety audits, implement realistic sales goals, allocating budget, staffing and resources to each location to ensure success.
- Successfully compiled sales data to create and present quarterly market and financial analysis to the VP of Retail, identifying key metric drivers and new opportunities for sales expansions, developing strategies and initiatives to improve KPIs Companywide.
- Effectively oversaw recruitment and development of managers for the region, encouraging leadership skills that earned the promotion of a General Manager to a Regional Manager position, a General Manager to an Area Manager position and 4 Managers to General Manager positions.
- Successfully piloted the introduction of KDS technology to the region as Project manager, configuring the systems to meet business needs and creating training documentation for a full rollout, reduced ticket times by 25% and increased sales by 8%.
- Collaborated with the Human Resources department to streamline and update staff scheduling systems with a Hot Schedules platform, reducing staffing hours and labor costs by 2.7%, while maintaining the highest level of customer service.
- Responsible for 4 new store openings including the 7,000 square foot flagship location in Atlanta.

**Education**

Clark Atlanta University | Atlanta, GA

08/07 – 05/2011

Bachelor of Science in Business Administration



## **Resume Checklist**

**Use this checklist to be sure employers will take notice of your resume and that it reflects your strengths and experience.**

### **Format**

- Have I used a personalized format that is unique, with easy to find key contact information?
- Is my name clearly visible on every page?
- Is there enough white space?
- Does the order of headings reflect what is most important to the position?
- Is my formatting consistent?
- Will my resume stand out in the short time an employer will scan it (6-30 seconds)?

### **Content**

- Have I considered the employer's perspective?
- Have I shown the employer I can do the job?
- Do my bullet points include details about the quality and impact of my past work - the "So what?"
- Did I include telecommunication use, adaptability and other skills and examples that show I am a valuable hire in this post-Covid working world?

### **Edit**

- Can I say the same thing with fewer words?
- Is it free of spelling and grammar errors?
- Have I asked someone to proofread it and offer feedback?



## Power Words for Crafting Your Winning Resume

### Management

|              |              |              |              |             |            |              |
|--------------|--------------|--------------|--------------|-------------|------------|--------------|
| addressed    | advertised   | arbitrated   | arranged     | articulated | authored   | clarified    |
| collaborated | communicated | composed     | condensed    | conferred   | consulted  | contacted    |
| conveyed     | convinced    | corresponded | counseled    | debated     | defined    | developed    |
| directed     | discussed    | drafted      | edited       | elicited    | enlisted   | explained    |
| expressed    | formulated   | furnished    | incorporated | influenced  | interacted | interpreted  |
| interviewed  | involved     | joined       | judged       | lectured    | listened   | marketed     |
| mediated     | moderated    | motivated    | negotiated   | observed    | outlined   | participated |
| persuaded    | presented    | promoted     | proposed     | publicized  | reconciled | recruited    |
| referred     | reinforced   | renegotiated | reported     | researched  | resolved   | responded    |
| reunited     | solicited    | specified    | spoke        | suggested   | summarized | synthesized  |

### Communication

|              |              |              |            |              |             |             |
|--------------|--------------|--------------|------------|--------------|-------------|-------------|
| achieved     | administered | analyzed     | appointed  | approved     | assigned    | attained    |
| authorized   | chaired      | conceived    | considered | consolidated | contracted  | controlled  |
| converted    | coordinated  | decided      | delegated  | developed    | directed    | eliminated  |
| emphasized   | encouraged   | enforced     | enhanced   | established  | evaluated   | executed    |
| generated    | handled      | headed       | hired      | hosted       | implemented | improved    |
| incorporated | increased    | initiated    | inspected  | inspired     | instituted  | launched    |
| led          | managed      | merged       | motivated  | navigated    | organized   | outlined    |
| overhauled   | oversaw      | planned      | presided   | prioritized  | produced    | recommended |
| reevaluated  | rejected     | reorganized  | replaced   | reported     | restored    | reviewed    |
| scheduled    | streamlined  | strengthened | supervised | terminated   | united      |             |

### Organize

|            |            |             |              |             |            |              |
|------------|------------|-------------|--------------|-------------|------------|--------------|
| activated  | altered    | approved    | arranged     | assembled   | catalogued | categorized  |
| charted    | classified | coded       | collected    | compiled    | corrected  | corresponded |
| described  | dispatched | distributed | edited       | estimated   | executed   | filed        |
| gathered   | generated  | implemented | incorporated | inspected   | listed     | logged       |
| maintained | monitored  | observed    | obtained     | operated    | ordered    | organized    |
| overhauled | prepared   | processed   | proofread    | provided    | published  | purchased    |
| recorded   | reduced    | registered  | reserved     | responded   | retrieved  | routed       |
| scheduled  | screened   | specified   | standardized | streamlined | submitted  | supplied     |
| systemized | updated    | validated   | verified     |             |            |              |

### Financial

|           |              |            |            |           |           |            |
|-----------|--------------|------------|------------|-----------|-----------|------------|
| adjusted  | administered | allocated  | analyzed   | appraised | assessed  | audited    |
| balanced  | budgeted     | calculated | computed   | conserved | corrected | determined |
| developed | estimated    | forecast   | forecasted | managed   | marketed  | measured   |
| netted    | planned      | prepared   | programmed | projected | qualified | reconciled |
| reduced   | reevaluated  | researched | retrieved  | sold      |           |            |



## Power Words for Crafting Your Winning Resume

### Creative

|                |              |             |             |            |            |            |
|----------------|--------------|-------------|-------------|------------|------------|------------|
| acted          | adapted      | applied     | began       | combined   | composed   | conceived  |
| conceptualized | condensed    | created     | customized  | designed   | developed  | directed   |
| displayed      | drew         | entertained | established | evaluated  | fashioned  | formed     |
| formulated     | founded      | illustrated | initiated   | instituted | integrated | introduced |
| invented       | loaded       | modeled     | modified    | molded     | originated | perceived  |
| performed      | photographed | planned     | presented   | produced   | refined    | revised    |
| revitalized    | rewrote      | shaped      | solved      | updated    |            |            |

### Helping

|             |           |           |              |               |             |            |
|-------------|-----------|-----------|--------------|---------------|-------------|------------|
| adapted     | advised   | advocated | aided        | answered      | arranged    | assessed   |
| assisted    | brought   | clarified | coached      | collaborated  | contributed | cooperated |
| coordinated | counseled | dealt     | demonstrated | diagnosed     | educated    | encouraged |
| enlisted    | ensured   | expedited | facilitated  | familiarized  | furthered   | guided     |
| helped      | inspired  | insured   | intervened   | maintained    | modified    | motivated  |
| performed   | prevented | provided  | referred     | rehabilitated | represented | resolved   |
| simplified  | supplied  | supported | upheld       | volunteered   |             |            |

### Research

|             |            |              |           |            |           |              |
|-------------|------------|--------------|-----------|------------|-----------|--------------|
| analyzed    | clarified  | collected    | compared  | conceived  | conducted | critiqued    |
| detected    | determined | diagnosed    | disproved | evaluated  | examined  | experimented |
| explored    | extracted  | formulated   | gathered  | identified | inspected | interpreted  |
| interviewed | invented   | investigated | located   | measured   | organized | reported     |
| reported    | researched | reviewed     | searched  | solved     | studied   | summarized   |
| surveyed    | systemized | tested       | wrote     |            |           |              |

### Teaching

|           |             |            |            |             |              |            |
|-----------|-------------|------------|------------|-------------|--------------|------------|
| adapted   | analyzed    | applied    | assembled  | built       | calculated   | computed   |
| conserved | constructed | converted  | debugged   | designed    | determined   | developed  |
| devised   | engineered  | fabricated | fortified  | inspected   | installed    | maintained |
| operated  | overhauled  | printed    | programmed | rectified   | regulated    | remodeled  |
| repaired  | replaced    | restored   | solved     | specialized | standardized | studied    |
| trained   | upgraded    | utilized   |            |             |              |            |