GLENDALE COMMUNITY COLLEGE

A MARICOPA COMMUNITY COLLEGE

RESUME WRITING: QUICK GUIDE

CAREER SERVICES

Counseling & Career Services Building
623.845.3283

TRADITIONAL RESUME

Your Name

1234 Your Address (unless posting on public website)
City, AZ 85000(unless posting on public website)
Your phone number
your.email@gmail.com

SUMMARY OF QUALIFICATIONS (all headings 12 pt. font bold & underlined)

- This section is used to highlight your top skills, education, and experience (10-12 pt. font)
- Make sure each bullet is related to the qualifications listed in the job posting
- Do not use I, me, or my – use third person language and pay attention to keywords in posting
- Tell the reader exactly how you meet the qualifications, don't beat around the bush
- Be specific and use #'s and %'s to showcase the results of your skills

EDUCATION

Name of most recent Institution-City, AZ Month/year completed or attendance dates
Name of degree pursuing or completed
You can add GPA if it's worthwhile
Relevant Coursework:

- You can add this area to show knowledge in specific subject areas
- If it pertains or would be helpful for the job, of course
- Include the title of class in this section

WORK EXPERIENCE

Company Name, City, State Month/year (start and end or Current-Right Aligned)
Job Title

- Use 1 to two bullets to describe your job objectives (what you did) and make it easy to understand (don't use abbreviations or industry jargon)
- Use 2 to 3 more bullets to highlight your accomplishments and results in the job
- Example: Utilized Microsoft Word to create a brochure creating a 25% increase in traffic in the Career Center
- Example: Managed the workflow of 5 employees, leading to increased efficiency in overall patient scheduling procedures
- Example: Received "Employee of the Month" in March, May, and August

Note: Repeat the above format for each job you've held (for up to 10 years), as it relates to the position to which you are applying. If you have no work experience, use volunteer experience, class project experience, or any other experience you may have done "working" for family or friends that may showcase your abilities. Or consider a skills/functional resume.

If you have a lot of work history and only some of it relates to the job you want, separate your work experience into "Relevant Work Experience" and "Other Work Experience" sections. In the "Other" section, you don't need to give details other than job title, company name, location, and dates. To ensure you get the most use of space, change margins to "narrow" & paragraph line spacing to single, checking box that says "don't add space between paragraphs of the same style".

VOLUNTEER EXPERIENCE (Optional)

Title of volunteer job, name of organization, City, State Month/Year (started) – Month/Year (ended)

- List 1 or 2 bullets explaining what you did or results you achieved in this role
- HR people see volunteer experience just as valuable as work experience so list it!

Note: Only list extracurricular activities if they showcase skills or are related to the job you want

And that's it! *Your resume can be 2 pages as long as the info relates to the job you want.*

TRADITIONAL RESUME

Your Name
6000 W. Olive Rd.
Glendale, AZ 85302
623-845-5555
your.name@yahoo.com

SUMMARY OF QUALIFICATIONS

- Two years' experience in training, motivating and evaluating 15+ employees
- Accurately monitor budgets of over $50,000; handle confidential information;
- Experience in work with internal and external customers and vendors to negotiate contracts
- Customer service and sales experience includes ability to work with people from diverse cultural and socioeconomic backgrounds
- Recognized sales leader (Sales of the Month Award) with ability to exceed sales goals

EDUCATION

Glendale Community College, Glendale, AZ — Expected Graduation: May 2017
Vice President of Associate in Business
GPS" 3.9/4.0; Vice President of Associated Student Government
Relevant Coursework:

- Managerial Accounting
- Human Relations in Business
- Public Speaking

RELEVANT WORK EXPERIENCE

Executive Assistant, ABC Corporation, Gilbert, Arizona — April 2013 to Current

- Ensure compliance of local, state and federal regulations and laws governing business operations, procedures and guidelines in a medical facility servicing 5 departments
- Maintain confidentiality and organization of 500+ patient and personnel records
- Successfully train, motivate and evaluate an office staff of 50+ employees via the use of effective presentation, communication, and training abilities
- Monitor Vice President's budgets of up to $50,000, and work with vendors to locate and order equipment and supplies

Administrative Assistant, DEF Company, Chandler, Arizona — May 2010 to April 2013

- Served as first point of customer contact using multi-line phone system to schedule appointments
- Used Microsoft Office products including Word, Excel, PowerPoint as well as customized software for bookkeeping and human resources procedures
- Effectively organized and revamped the customer information system increasing efficiency by 40%
- Received high recognition in communication skill areas from supervisor in yearly reviews
- Collaborated with vendors to track equipment and supplies for manufacturing facility

OTHER WORK EXPERIENCE

Customer Service Agent, GHI Company, Inc., San Diego, California — January 2008 to May 2010

- Worked closely with retail customers, answered questions and quickly resolved issues & complaints
- Successful background in selling products and services (warranties) to customers
- Continuously met product sales quotas by 110%, increasing overall company sales by 20% by 2005

VOLUNTEER EXPERIENCE

Fundraising Volunteer, Make-A-Wish Foundation Phoenix, Arizona — Summer 2015

- Lead team of 5 in fundraising efforts with summer profit equaling $500
- Assisted with social media efforts to gain event exposure resulting an 30% increase of attendees

SKILLS/FUNCTIONAL RESUME

Your Name
1234 Your Address (unless posting on public website)
City, AZ 85000(unless posting on public website)
Your phone number
your.email@gmail.com

Summary of Qualifications

- This section is used to highlight your top skills and experience as it relates to the job posting
- Pay attention to the "qualifications" section on the job description to help you determine what to include
- Tell the reader exactly how you meet the qualifications, don't beat around the bush
- Do not use personal pronouns such as I, me, or my when writing your resume
- Be specific and use numbers and percentages to showcase results of your skills

Education

Name of most recent Institution-City, AZ Month and year completed or attendance dates
Name of degree pursuing or completed
You can add GPA if it's worthwhile
Relevant Coursework:

- You can add this area to show knowledge in specific subject areas
- If it pertains or would be helpful for the job, of course
- Include the title of class in this section

Summary of Skills

Skill # 1 You Want to Highlight

- In a skills based resume, what is highlighted is not an 'employment history' section, but a 'summary of skills' section
- It de-emphasized employment and places the focus on skills that you have acquired throughout
- In this format, you highlight your skills that relate to the position and that shows off your transferrable skill sets, and write some bullets about it!

Skill #2 You Want to Highlight

- This format is useful for people that do not have experience- we focus on skills that have been acquired throughout your academic such as: communication, time management or teamwork
- Example: Work collaboratively with peers to accomplish special projects within designated time frames
- This format is also useful for people re-entering the workforce after a long absence, job hoppers, career changers, or if former jobs are varied with regard to their job description

Skill #3 You Want to Highlight

- Your goal in this format is to highlight at least three skills
- When writing your bullets, your bullets should always start with an action verb, what you did and then it should answer one of the following questions: why you did it, what did it accomplish or why it was important

Experience (*If* you have had employment history, in this format you would include just the basics)
Job Title, Name of Company, City, State, Dates of Employment (listed in reverse chronological order)
If you do not have employment history, you can always replace this with "Clubs and Organizations" or "Honors and Awards" or maybe even "Certifications" if you have any.

SKILLS/FUNCTIONAL RESUME

Your Name
6000 W. Olive Rd.
Glendale, AZ 85302
623-845-5555
your.name@yahoo.com

Summary of Qualifications

- Over 10 years of experience delivering consistently high levels of customer satisfaction
- Variety of experience working in the human resource field including HR issues, training and paperwork
- Possession of excellent writing skills for business correspondence, report writing and grant writing
- Effective in building strong community relations and client relations
- Proficient in Microsoft Office, Word, PowerPoint, Publisher and Constant Contact

Education

Glendale Community College- Glendale, AZ August 2017- Present
Pursuing Associate in Business
GPA: 4.0/4.0 Dean's List: 2010, 2011
Relevant Coursework:

- Business Communication
- Public Relations
- Advertising and Media

Summary of Skills

Human Resources

- Hired, trained and supervised staff of up to 50 employees and volunteers
- Conferred with management to develop or implement personnel policies and procedures to ensure work productivity and transparency
- Arranged advertising of posting of job vacancies, and notified eligible workers of position availability to increase personnel

Marketing

- Supervised and budgeted events and programs of up to $75,000 for catering department
- Created and designed visual and written content for company marketing materials and brochures to increase community visibility and customer base
- Designed and facilitated the development of social and educational programs and workshops for schools, campus, senior centers and corporations

Organization

- Utilized time management and organizational skills to execute administrative functions of budget preparation, committee development and fundraising
- Organized and revamped the customer information system increasing efficiency by 40%
- Excellent multiple projects management and organizational skills
- Collaborated with vendors to track equipment and supplies for campus facility

Experience

Program Director, ABC Corporation, Phoenix, AZ, 2007-2008
College Recruiter, American University, Glendale, Nevada, 2006-2007
Assistant Director, High School Admissions, Culinary School, Henderson, Nevada 2004-2006

RESUME WRITING: Structuring achievement statements as bullets points

No matter what format you choose, Traditional or Skills based, you are going to have to write bullet statements explaining what you have done, accomplished, or how you have obtained a certain skill. How you will organize it, whether bullets under job title, or bullets under a skills, will depend in the format; but the writing should always remain the same. Quantify your accomplishments whenever possible. Use action verbs to begin your statements. Ask yourself how many? Who? What? When? How long? Rather than a list of vague responsibilities, be specific and use quantitative figures to back it up. Examples of areas to quantify-Possible Measurements:

Money	Time	Amounts	Situation	Scope or Scale
• Made • Saved • $ Amount • %	• Saved • Efficiencies • Deadlines met or beat	• Sales • Customers • Patients • Students • Calls	• Fast-paced • Difficult Economy	• Showing the dimensions of your impact

Tip: Start each bullet with an action verb. Do not include the personal pronouns "I' or "me" or "my" in this section or any other part of your resume. For example, instead of, "I developed a training manual for all the new employees," simply say, "Developed a training manual for all new employees".

Here are some formulas to use when creating your bullets that may be helpful:

- Action verb+ what you did+ why is that important
- Action verb+ what you did+ what did you accomplish
- Action verb+ what you did+ what skill did you use or develop

Good:

"Achieved an increase in sales by providing excellent customer service"

Better:

"Achieved a 25% increase in sales within three months by providing exceptional customer service to new and existing clients within a difficult economy"

Good:

"Answered phones and provide customer service"

Better:

"Resolved customer complaint issues with patience and documented incidents with accuracy, resulting in 40% decrease in escalated complaints"