Session 2: Presenter Careers Ministry

General Resume Writing Guidelines

Be Concise	• Keep your resume between 1 to 2 pages
Be Specific	• Give strong examples of your accomplishments
Be Consistent	• Maintain the same format, font style and size
Be Simple	• Do not include excessive graphics, colors and verbose language in your reusme

Tips for Professional Experience Section of Resume

- Utilize common fonts found in Microsoft Word: Calibri, Tahoma, Cambria
- Use targeted bullets that describe your work experience instead of lengthy paragraphs
- Always use Month and Year when listing job experience details:
  - Ex. 05/2011 – 1/2012 or May 2011 – January 2012
- Write the description of your previous roles in past tense, write the description of your current roles in present tense
- Use key words from the job description for which you are applying in your resume
- Turn your Job Duties into Accomplishments:
  - Ex. Job Duty – Responsible for delivering, scanning and loading heavy packages
  - Ex. Job Accomplishment – Developed innovative process to improve package projection delivery rate; increased rate from 77 to 120 packages delivered per hour resulting time and money savings.
- Use Action Verbs:

Action Verb List for Resumes & Cover Letters

Management Skills	Communication Skills	Research Skills	Technical Skills	Teaching Skills	Financial Skills	Creative Skills	Helping Skills	Clerical or Detail Skills	Other Verbs
administered analyzed assigned attained chaired consolidated contracted coordinated delegated developed directed evaluated executed improved increased organized oversaw planned prioritized produced recommended reviewed scheduled strengthened supervised	addressed arbitrated arranged authored collaborated convinced corresponded developed directed drafted edited enlisted formulated influenced interpreted lectured mediated moderated negotiated persuaded promoted publicized reconciled recruited spoke translated wrote	clarified collected critiqued diagnosed evaluated examined extracted identified inspected interpreted interviewed investigated organized reviewed summarized surveyed systematized	assembled built calculated computed designed devised engineered fabricated maintained operated overhauled programmed remodeled repaired solved upgraded	adapted advised clarified coached communicated coordinated demystified developed enabled encouraged evaluated explained facilitated guided informed instructed persuaded set goals stimulated trained	administered allocated analyzed appraised audited balanced budgeted calculated computed developed forecasted managed marketed planned projected researched	acted conceptualized created customized designed developed directed established fashioned founded illustrated initiated instituted integrated introduced invented originated performed planned revitalized shaped	assessed assisted clarified coached counseled demonstrated diagnosed educated expedited facilitated familiarized guided motivated referred rehabilitated represented	approved arranged catalogued classified collected compiled dispatched executed generated implemented inspected monitored operated organized prepared processed purchased recorded retrieved screened specified systematized tabulated validated	achieved expanded improved pioneered reduced (losses) resolved (problems) restored spearheaded transformed

Tips for Beating the Applicant Tracking System (ATS):

- Use both the long-form and acronym version of keywords (e.g. Master of Business Administration (MBA))
- Do not use headers or footers as the information may be lost or cause a parsing error
- You can scan your Resume and Job Description (of position which you intend to apply) to see if it matches the job description
- All ATS software cannot read Adobe PDF documents, uploading a proofread Word document can ensure your document remains formatted in the way you desire.
- However, if emailing a resume and cover letter, sending a PDF document ensures your formatting stays in place.
- Use www.jobscan.co to scan both your resume and the job description for which you are applying. It will provide a match rate, give specific tips and recommendations for your resume and provide you with additional jobs you may be a good fit for.

Resume Types and Examples:

- Functional
  - Highlights your skills, abilities and experience.
  - Typically starts with a resume summary and is organizaed by theme.
- Chronological
  - Lists work history in reverse chronological order starting with most recent or current job first.
  - Most commonly used format and is often preferred by employer
- Combination
  - Hybrid of the two resume types above shows your most relevant skills, qualifications and experience while still documenting work history.
  - First part of resume typically highlights skills, achievements and qualifications; the second part of the resume is typically a timeline of one's work experience.

TANIA BLACK

Office Support | Customer Service Specialist
(000) 123-4567 | tblack@123email.co | linkdin.com/in/tblack | Santa Clara, CA

SUMMARY

Energetic and engaging administrative specialist with experience in reception, customer service, meeting coordination, scheduling, and file management. Eager to blend exceptional organizational skills with diverse marketing, retail, and outreach experience in an office support role.

AREAS OF EXPERTISE

Reception & Customer Service

- Greeted and interacted with an average of 100 customers a day
- Responded to client questions efficiently and proactively resolved concerns, leading to a net promoter score of 52
- Answered up to 50 incoming calls a day and directed callers to the appropriate departments
- Managed the public email account and handled over 75 new messages daily
- Cultivated relationships with donors and potential supporters via phone and community events

Scheduling & Meeting Coordination

- Created complex weekly schedules for a team of 10
- Coordinated weekly team meetings, reserved meeting locations, and ordered refreshments
- Prepared PowerPoint slides and presentations for team meetings and fundraising events
- Assisted in planning quarterly fundraising events for up to 300 attendees
- Interfaced with vendors, booked venues, and arranged catering and entertainment

Administrative Support

- Organized and maintained 500+ donor files and assisted in the transition to a paperless filing system
- Monitored employee records, including promotions, discipline, and PTO
- Drafted content and announcements for a biweekly newsletter
- Supported social media presence and posted news and event details across the organization's handles

WORK EXPERIENCE

Outreach Volunteer | Community Education Fund | Mountain View, CA | 2016 – Present
Shift Supervisor | Cuppa Joe | Palo Alto, CA | 2013 – 2016
Marketing Intern | Banana Tree Designs | San Mateo, CA | Summer 2012

EDUCATION

Associate of Arts in Business Administration | College of San Mateo | June 2012

AWARDS & RECOGNITION

Fundraiser of the Year Award | Community Education Fund | 2017

TECHNICAL SKILLS

Microsoft Office Suite (Mac/PC), Salesforce, Instagram, Facebook, Twitter

FIRST NAME **LAST NAME**

Address · Phone
Email · LinkedIn Profile · Twitter/Blog/Portfolio

To replace this text with your own, just click it and start typing. Briefly state your career objective, or summarize what makes you stand out. Use language from the job description as keywords.

EXPERIENCE

DATES FROM – TO
JOB TITLE, COMPANY
Describe your responsibilities and achievements in terms of impact and results. Use examples, but keep it short.

DATES FROM – TO
JOB TITLE, COMPANY
Describe your responsibilities and achievements in terms of impact and results. Use examples, but keep it short.

EDUCATION

MONTH YEAR
DEGREE TITLE, SCHOOL
It's okay to brag about your GPA, awards, and honors. Feel free to summarize your coursework too.

MONTH YEAR
DEGREE TITLE, SCHOOL
It's okay to brag about your GPA, awards, and honors. Feel free to summarize your coursework too.

SKILLS

- List your strengths relevant for the role you're applying for
- List one of your strengths
- List one of your strengths
- List one of your strengths
- List one of your strengths

ACTIVITIES

Use this section to highlight your relevant passions, activities, and how you like to give back. It's good to include Leadership and volunteer experiences here. Or show off important extras like publications, certifications, languages and more.

EXECUTIVE ASSISTANT RESUME (COMBINATION)

212 Mullholland Drive, Los Angeles, CA 42143 | (558) 222-2222| sally.jones@gmail.com

PROFESSIONAL PROFILE

- **Executive Assistant** with 4+ years of experience in administrative support to corporate executives
- **Organization:** Capable in scheduling, logistical thinking, and managing communications
- **Results-oriented:** Strong with quantitative and qualitative problem-solving, as well as prioritization
- **Productive:** Oversaw increase in efficiency by 25% by optimizing internal filing and communication systems

SKILLS

- Experienced and quickly learn office basics, including printers, fax machines, scanners, etc.
- Proficient and effectively use MS Office Suite, as well as cloud-based systems (Google Drive, Apple Suite, etc.)
- Typing speed: 85 WPM
- Proficient with CRM systems

RELEVANT WORK HISTORY

WAYPAX INC.

EXECUTIVE ASSISTANT | WALNUT CREEK, CA | 2012 – PRESENT

- Manage partner agendas, making sure efforts are focused on strategic growth and development
- Coordinate communication and channels, plan logistical items (e.g., transportation, accommodation), and prioritize tasks around them
- Basic accounting duties, including expense reports, invoices, and purchase orders
- Uphold confidentiality standards across all communication and documentation platforms

GREEN LEAF FINANCIAL

ADMINISTRATIVE ASSISTANT | SAN RAMON, CA | 2009 – 2012

- Managed appointment calendar for the firm; wrote and prepared confidential communications; filed expense reports
- Planned company travel calendar as well as reservations, ticketing, and transportation; under my planning firm reduced travel spending by 14%
- Point of contact for incoming calls; managed calls with courtesy and passed on messages with accuracy
- Facilitated 8+ monthly meetings as well as their logistics, including preparing materials and refreshments, scheduling with partners, and making facilities ready

EDUCATION

CALIFORNIA POLYTECHNIC STATE UNIVERSITY, SAN LUIS OBISPO, CA

BACHELOR OF ARTS IN MARKETING, MAY 2009

- GPA: 3.0/4.0