

Provided by:

The Talent Ministry

SERVE68 Resource Center | 1239 E. Drake Rd | Fort Collins, CO | SERVE68.org/Talents

Resume Help Guidelines

When you write your resume there are a number of things you can do to draw attention to ***your*** resume over the next one in line.

Resumes should reflect the skill set you developed while in a previous job or those used you already possessed. Either way – draw attention to what it took to accomplish the tasks you performed and how often.

**Helping them get to know you better:**

Start your resume with a profile. Your profile will help potential employers get to know you better and a little about your character.

Example:

PROFILE:

*A hard working and eager customer service professional with a robust background in relationship building and customer service, with a solid desire to work in the medical field. My passion lies within the medical and caring fields using my strong attention to detail and work ethic. I enjoy working with the public and finding solutions to problems. I have a keen capacity to learn from my team mates, and retain new information. I take pride in having a strong work ethic.*

Express who you are as a person. Word your profile informing the reviewer as to what kind of person you are and what your interests and specialties are in. You can have one resume and several profiles. Develop a profile for different job opportunities you apply for by simply adding a specific profile to the top of your resume.

**How to bring attention to your unique skillset:**

Example:

Customer Service Rep.

* Daily I worked on multiple projects at one time
* Greeted and met with many diverse populations while helping with public requests
* Practiced phone etiquette daily as I assisted those who needed help
* Researched problems and found solutions for customer inquiries
* Welcomed and assisted customers with purchases; processed payments efficiently; maintained orderly merchandise; operated POS terminal; facilitated online purchases and organized the workflow for other associates.

Be very specific in listing your skills to what the job description is looking for, especially when you already have the skillset to do it. Make sure you are letting them know you have what they are looking for. Remember this will be the only way they have to decide who to interview. Draw it out and make it clear.

Use Action Verbs

* Advised
* Confirmed
* Developed
* Daily
* Practiced
* Edited
* Installed
* Interpreted
* Interacted
* Motivated
* Negotiated
* Operated

Action verbs speak to the tasks you have accomplished. It draws attention to what they are looking for and confirms that you have the skill set they are looking for.

**Education:**

List your degree with the year of graduation. If it’s been 15-20 years since graduation, you do not need to list the year.

Examples:

**Interdisciplinary Studies, BA – concentration in Crisis Management** 1998

*Arizona State University – West, Cum Laude*

**Suffolk University, Boston, MA**

Masters of Business Administration - Focus in Nonprofit Management 2012

**Syracuse University, Syracuse, NY**

BFA, Fashion Design

**If no degree:**

List certificates, awards, etc. under a header of: **Education and Certifications:**

Think hard about any awards, affiliations, memberships etc. that you can list under this section. Change the header to reflect the correct title.

**Employment Gaps:**

There are many reasons to have gaps in your work history. Be truthful; took time off to care of growing children, or parents, took time away from professional work to work on writing a book, to start a business or whatever the reason is.

You only need go back 10-12 years with employment history. Anything before that may not be current or relevant.

**Volunteer Work:**

**Certificates:**

**Awards:**

**Activities:**

This section should reflect that you give back to the community, that you have broad interest outside of work. You never know if a volunteer position you put down will resonate with your interviewer.

There is no need to use every category and you may combine them to fit what you want them to know. If the information will help build a better resume, then come up with an appropriate header and list things under it.

Example:

**Activities**

Postpartum Depression Advocacy 2018 - Present

Fort Collins Cat Rescue - Volunteer Fundraiser 2012 - 2016

Fort Collins Museum of Discovery Volunteer 2012 - 2015

The Growing Project Strategic Planning Consultant 2012 - 2013

Northern Colorado Nonprofit Resource Center 2012 - 2013