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## Résumé Preparation Tips

### Determine Your Career Objective

- You may or may not choose to include a career objective on your résumé. If you do, it should be concise and specific. Tailor your objective to the position you seek.

### Example

Objective: To secure a sales position where an extraordinary record of generating new accounts, exceeding sales targets and enthusiastic customer relations is needed.

### Assess Your Skills and Write a Summary Statement

- From the job description, determine the skills required to perform the position. Make a list of the skills you possess that match the skills the hiring manager is seeking.
- Write your summary statement. Consider the following formats:
  1. A short phrase describing your profession or the profession you are seeking to enter.
  2. A statement of broad or specialized expertise.
  3. A list demonstrating breadth, depth or unique combination of skills. For technical skills such as business software, specialized equipment or instrumentation, typing speed, etc., be specific.
  4. The range of work settings in which you have experience.
  5. One or more professional or appropriate personal characteristics.

### Example

Highly-motivated customer service professional with over seven years of experience in high volume inbound consumer contact center. Especially proficient in handling escalated issues that demand tact and honesty. Highly-developed skills in Microsoft Office (Word, Excel and PowerPoint).



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## Describe Your Work History

- Write down, in reverse chronological order (start with your current or last employer and go backwards), the names of the companies you have worked for, the city and state where your jobs were located, the title or titles you held at each company and the years of your tenure at each company.
- If you are currently employed, do not list a specific end date. For example, 1999 – Present.
- Succinctly describe your key responsibilities in each of your positions and, most importantly, what you accomplished in those positions. Try to use no more than five or six sentences or bullet points per position.
- Describe your position using action verbs to relate your scope of responsibility and the basic duties of the position.

### Example

XYZ, Inc.; Richmond, Virginia Customer Service Representative, 1999 – Present

- Resolved consumer problems and questions in a high volume, inbound call center.
- Answered incoming telephone calls in accordance with established procedures.
- Effectively used database of product and service information to resolve 80% of problems during the first call.
- Conducted research on escalated issues as required.
- Reduced average call waiting time from 60 to 30 seconds through efficient use of available technology.
- Received three commendations for offering superior customer service.

## Describe Your Educational Achievements

- Include Associate's, Bachelor's or Master's degrees that have been earned. List the school where you earned the degree, the location (city and state) of the school, and the degree title.
- Include certificates or other coursework ONLY if they are relevant to the position you are seeking.



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## Format Your Résumé

- All your contact information should go at the top of your résumé. Include the following information:
  1. Your full name - Avoid nicknames
  2. A permanent address and telephone number including the area code
  3. Your e-mail address
- Add each section in the proper order: Objective, Summary Statement, Work History and Education. (Education may be placed after your contact information if you are a new graduate or if the education is particularly relevant to the position.)
- Include other pertinent information, such as leadership experience in volunteer organizations, participation in sports, etc.
- You may also want to note on the bottom of your résumé that references will be provided on request.
- Design Guidelines:
  1. Single-space your text, but double-space between the sections of the résumé. If space permits, double-space between each employer in the job history section.
  2. Leave enough margin (left, right, top, bottom) so that the pages do not appear crowded.
  3. Avoid italics, scripts, underlined words, horizontal or vertical lines, graphics or shading that are difficult to read or don't photocopy or scan well.
  4. Download a sample résumé to help guide your own résumé creation. Note, this [sample résumé](#) is available in English only.

## General Résumé Tips

- Your résumé should present your qualifications for the position, as well as job stability and position history throughout your career.
- Keep your résumé length to one or two pages.
- Don't overuse technical or industry-specific jargon in your resume. Describe your career objective in language that can be understood by virtually any reader.
- Once you have written and formatted your résumé, spell-check it, print it and PROOFREAD IT! Then proofread it again. After you've proofread the résumé twice, give it to a friend, family member or co-worker and have them proofread it. Then proofread it again!