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**Working Holiday
Course**

(Resume/ Curriculum Vitae)

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What is a CV?

In its full form, CV stands for curriculum vitae. In the US, Canada, and Australia, a CV is a document you use for academic purposes. The US academic CV outlines every detail of your scholarly career. In other countries, CV is an equivalent of an American resume. You use it when you apply for jobs.

What is the difference between a CV and a resume?

In the hiring industry, nowadays there's almost no formal difference between a CV and a resume. It's the same thing that Brits call a CV and Americans—a resume.

How to write a good resume?

- Your resume must clearly, concisely and strategically present your qualifications to get a recruiter interested in meeting you.
- It should convey your skills, work experience and assets.
- The resume is used to describe what you can accomplish professionally in a manner that also illustrates what you can do for an employer.
- An updated modern resume is the key to a successful job search.

Resume Writing Do's

1. Keep your resume clear and concise
An employer takes an average of 30 seconds to skim a resume. You want them to see right away that you are qualified for the position.
2. Proofread your resume numerous times
Be sure there are no spelling or grammar mistakes. Have someone else read it over as well. A simple spelling mistake on a resume can give a negative impression to the employer. It can even prevent you from getting the job.
3. Limit your resume to two pages
Place the emphasis of your resume on your most recent experience. Older jobs and experience that are more than 15 years old should either be cut out or minimized. This way, the employer can focus on more relevant information.
4. Tailor your resume to suit the position you are applying for
Specify work experience or achievements that are related to the position you are applying to. This can be done by reviewing the job description or the employer website.
5. Highlight what you have accomplished
You want to be able to identify the best examples of where you demonstrated your skills. These examples should speak to what you achieved in your role, and should demonstrate what kind of employee you are. It is best to include this information in the "Work experience" section of the resume.
6. Be honest
Lying on your resume is never a good idea. You don't want to overstate your skills or results as it will mislead the employer. Have confidence in what you have to offer.
7. Quantify your achievements
Use firm numbers that the employer will understand and be impressed by. For example, how many people you supervised, how many products you sold, by what percentage you increased sales, etc.
8. Use simple words and action verbs
The person reading your resume might not always be the employer. Resumes can be reviewed by recruiters or Human Resources specialists who may not be familiar with your specific field. Use simple and plain language, but also persuasive verbs such as handled, managed, led, developed, increased, accomplished, leveraged, etc.
9. Include unpaid work that show off your skills
If you have volunteered with a well-known organization or worked for an important

cause, put it in your resume. You should include these experiences under the "Work experience" or the "Volunteer work" section, especially if they are related to the position you are applying for.

10. Double check and include your contact information

Your resume should list your name, address, email and phone number. This information should be placed at the top of the first page. Also, make sure this information is accurate. Otherwise, the employer won't be able to contact you.

Resume Writing Don'ts

1. Don't use an inappropriate email address

Make sure your email is easy to read, easy to type, professional and non-offensive. In general, your email address should be based on your name. Exclude any nicknames, numbers, or special characters.

2. Don't include unnecessary personal information

It is best to leave out any personal details such as age, weight, height, marital status, religious preference, political views, or any other personal attributes that could be controversial. This will prevent any potential bias.

3. Don't include a picture of yourself

Although in some countries it may be acceptable to include a photo, it is not the norm in most countries, so you have to check the acceptable format in the country you want to land a job in. It can actually lower your chances of obtaining a position and divert the whole focus of your resume. You want the employer to focus on your skills and experience, not what you look like.

4. Don't use too many bullets

Make your resume easy to read by limiting each resume section or sub section to 5-7 bullet points. This will make it easier for the employer to scan your resume and identify your potential. Each bullet point should be used wisely by keeping the information relevant and concise.

5. Don't use personal pronouns

Do not use "I," "my," or "me". Write your resume in the third person, as if it's being written by someone else.

6. Don't simply list job responsibilities

Your job duties will be obvious from your job title. Instead, highlight your achievements by putting a personal spin on your job duties and providing specific examples.

7. Don't make general statements

Steer clear from vague statements that don't highlight your actual contribution. Unclear statements such as, "Responsible for improving efficiencies and making cost savings", does not provide any information to an employer. Personalize your experience!

8. Don't include reasons for leaving previous jobs

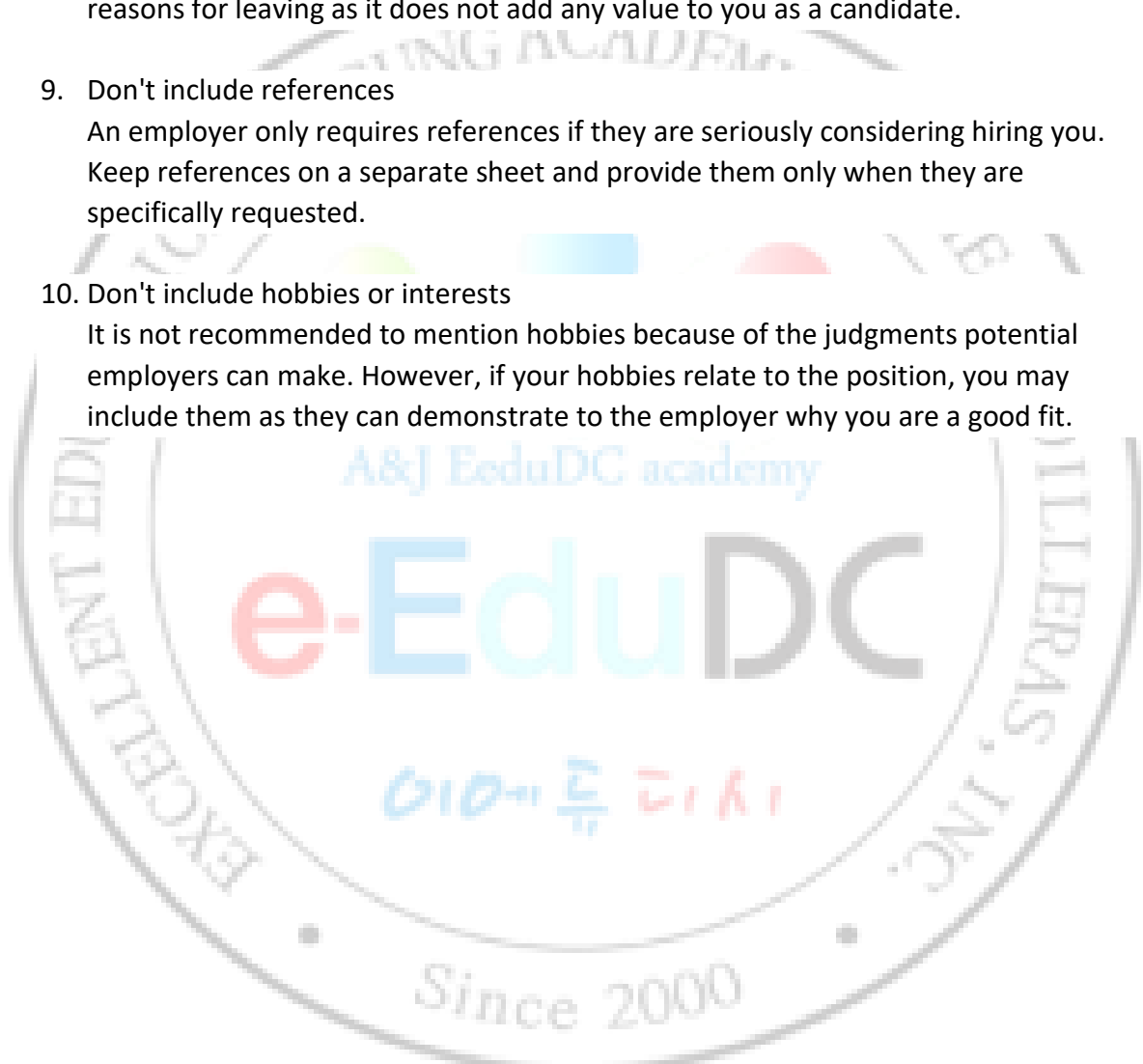
The main purpose of your resume is to promote you, your skills, experience and achievements. It should be entirely positive, and therefore should not include reasons for leaving as it does not add any value to you as a candidate.

9. Don't include references

An employer only requires references if they are seriously considering hiring you. Keep references on a separate sheet and provide them only when they are specifically requested.

10. Don't include hobbies or interests

It is not recommended to mention hobbies because of the judgments potential employers can make. However, if your hobbies relate to the position, you may include them as they can demonstrate to the employer why you are a good fit.



How to write a good resume in 10 basic steps:

1. Choose the best resume format
2. List your contact information
3. Write a winning resume introduction
4. Highlight your relevant work experience
5. Create a clear education section
6. Add relevant skills for the job
7. Tie in key certifications, awards, & honors
8. Pick the ideal resume layout
9. Write a matching cover letter
10. Proofread your resume

How to Write a Resume
Your resume needs (at least) these five key sections to help hiring managers evaluate your application.

KELLY BLACKWELL
Administrative Assistant

Email: Kelly.Blackwell@gmail.com
Mobile: 908-332-1234
LinkedIn: linkedin.com/in/kelly-blackwell/

SUMMARY
Administrative Assistant with 6+ years of experience organizing presentations, preparing facility reports, and maintaining the utmost confidentiality. Possess a BA in History and expertise in Microsoft Excel. Looking to leverage my knowledge and experience into a role as Project Manager.

PROFESSIONAL EXPERIENCE

REDFORD & SONS | Boston, MA | September 2018 – Present
Administrative Assistant

- Schedule and coordinate meetings, appointments, and travel arrangements for supervisors and managers
- Trained 2 administrative assistants during a period of company expansion to ensure attention to detail and adherence to company policy
- Developed new filing and organizational practices, saving the company \$3,000 per year in contracted labor expenses
- Maintain utmost discretion when dealing with sensitive topics
- Manage travel and expense reports for department team members

BRIGHT SPOT LTD | Boston, MA | June 2015 – August 2018
Secretary

- Typed documents such as correspondence, drafts, memos, and emails, and prepared 3 reports weekly for management
- Opened, sorted, and distributed incoming messages and correspondence
- Purchased and maintained office supply inventories, and being careful to adhere to budgeting practices
- Greeted visitors and determined to whom and when they could speak with specific individuals
- Recorded, transcribed and distributed minutes of meetings

EDUCATION

RIVER BROOK UNIVERSITY | Chicago, IL
Bachelor of Arts in History, May 2015

- Honors: cum laude (GPA: 3.6/4.0)

ADDITIONAL SKILLS

- Expert in Microsoft Office, with a focus on Excel
- Bilingual in Spanish and English
- Web and tech savvy, require little to no training

123 First Address | City, State, Zip Code | 000-000-0000 | kelly@redmail.com

1 | Contact information
Add your name (in larger font), and contact details (email and phone number).

2 | Resume summary
Highlight your greatest successes as an employee, and focus on the value you can bring to a company.

3 | Work experience
List your relevant jobs, with the most recent at the top. Outline your responsibilities and achievements under each job title.

4 | Education
Include your highest degree, school name and location, field of study, and graduation date.

5 | Skills
List your most relevant job skills. And if the job listing mentions skills you have, be sure to include them.



Ready to learn how to make a resume that lands you your dream job?

1. Choose the most suitable format

Before you start writing anything, the first step is to decide on the right format for your resume. There are three basic resume formats used by job seekers today: reverse-chronological, functional, and combination. Each format has advantages and disadvantages based on how the resume sections are arranged:

- **Chronological resume format**

A chronological resume is the most popular format, and is appropriate for nearly all job seekers. It lists your work history in order of when you held each position, with your most recent job listed toward the top of the page.

- **Functional resume format**

A functional resume focuses on your skills rather than your chronological work history, and is mostly used by people who are changing careers or trying to de-emphasize a gap in their employment. The biggest feature of a functional resume is that it groups your experience under skill categories instead of job titles.

- **Combination resume format**

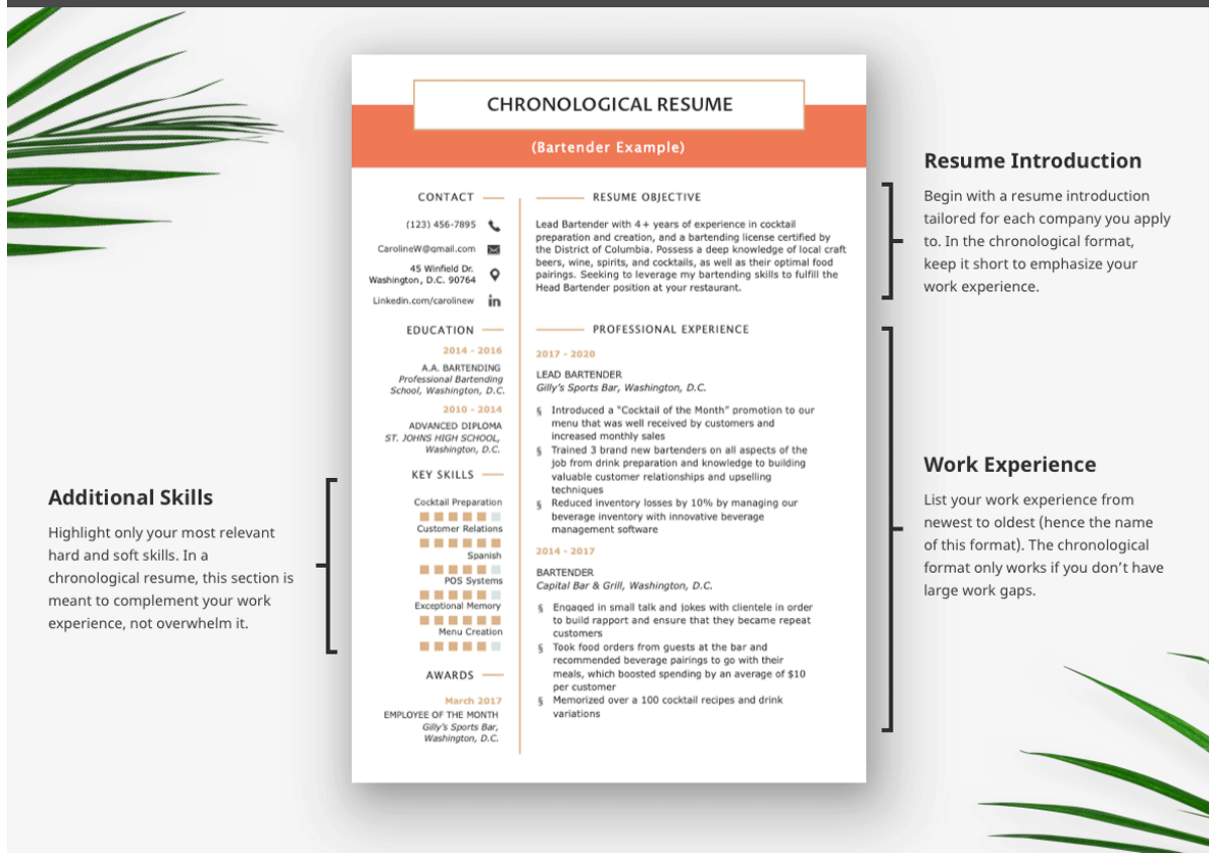
A combination resume mixes elements of both a functional and chronological resume. Combination resumes are typically used by experienced candidates with extensive, specialized skill sets. This resume format features a chronological work history section along with a highly detailed skills section.

Which format is the right choice for your resume?

Fortunately, there's a simple answer: the reverse chronological format is the best choice for the vast majority of job seekers. Most employers are used to seeing chronological resumes, and it's considered the standard format for job seekers in every industry.

Why choose the chronological format?

For most new and mid-level professionals, the chronological format is the perfect way to showcase a blossoming career.



CHRONOLOGICAL RESUME
(Bartender Example)

CONTACT
(123) 456-7895
CarolineW@gmail.com
45 Winfield Dr.
Washington, D.C. 90764
LinkedIn.com/carolinew

RESUME OBJECTIVE
Lead Bartender with 4+ years of experience in cocktail preparation and creation, and a bartending license certified by the District of Columbia. Possess a deep knowledge of local craft beers, wine, spirits, and cocktails, as well as their optimal food pairings. Seeking to leverage my bartending skills to fulfill the Head Bartender position at your restaurant.

EDUCATION
2014 - 2016
A.A. BARTENDING
Professional Bartending
School, Washington, D.C.
2010 - 2014
ADVANCED DIPLOMA
ST. JOHNS HIGH SCHOOL,
Washington, D.C.

KEY SKILLS
Cocktail Preparation
Customer Relations
Spanish
POS Systems
Exceptional Memory
Menu Creation

AWARDS
March 2017
EMPLOYEE OF THE MONTH
Gilly's Sports Bar,
Washington, D.C.

PROFESSIONAL EXPERIENCE
2017 - 2020
LEAD BARTENDER
Gilly's Sports Bar, Washington, D.C.
§ Introduced a "Cocktail of the Month" promotion to our menu that was well received by customers and increased monthly sales
§ Trained 3 brand new bartenders on all aspects of the job from drink preparation and knowledge to building valuable customer relationships and upselling techniques
§ Reduced inventory losses by 10% by managing our beverage inventory with innovative beverage management software
2014 - 2017
BARTENDER
Capital Bar & Grill, Washington, D.C.
§ Engaged in small talk and jokes with clientele in order to build rapport and ensure that they became repeat customers
§ Took food orders from guests at the bar and recommended beverage pairings to go with their meals, which boosted spending by an average of \$10 per customer
§ Memorized over a 100 cocktail recipes and drink variations

Resume Introduction
Begin with a resume introduction tailored for each company you apply to. In the chronological format, keep it short to emphasize your work experience.

Additional Skills
Highlight only your most relevant hard and soft skills. In a chronological resume, this section is meant to complement your work experience, not overwhelm it.

Work Experience
List your work experience from newest to oldest (hence the name of this format). The chronological format only works if you don't have large work gaps.

However, just because the chronological format is the most common doesn't mean it's ideal for everyone. If you're switching careers, a highly trained specialist in your field, or trying to downplay a gap in employment, you may be better off using the less traditional functional or combination resume formats.

2. Arrange your contact information

Now that you know the format you're going to use, it's time to start your resume. First thing's first, employers need to know who you are and how to contact you.

List the following contact details in your resume header at the top of the page:

- Name (largest font on the page, middle initial is optional)
- Telephone number (check that you have an active one)
- Email address (make sure it's appropriate, don't use your happyypanda45@gmail.com account)
- Link to online portfolio (optional, include if relevant)

Traditionally, you would also include your mailing address on your resume. However, this is no longer mandatory because most job applications are sent via email.

Here are two examples of how you can format your contact information section:

Example 1

KELLY SMITH

(212) 256-1414 * kelly.smith@gmail.com * <https://www.linkedin.com/in/kelly-smith>

Example 2

KELLY SMITH

System Administrator

Phone: (212) 256-1414

Email: kelly.smith@gmail.com

LinkedIn: <https://www.linkedin.com/in/kelly-smith>

3. Write a winning resume introduction

Placed at the top of your resume, a well-written resume introduction briefly introduces your key qualifications and skills, and convinces employers to continue reading your application.

There are many different types of resume introductions used by job seekers today, including the:

1. Resume objective (also known as a career objective)
2. Resume summary (also called a professional summary)
3. Summary of qualifications (or qualifications summary)
4. Resume profile (sometimes referred to as a professional profile)
5. Resume personal statement
6. Resume “About Me” section

However, the two most commonly used introduction styles (and the ones we recommend most candidates use) are the resume objective and the resume summary.

Resume objective

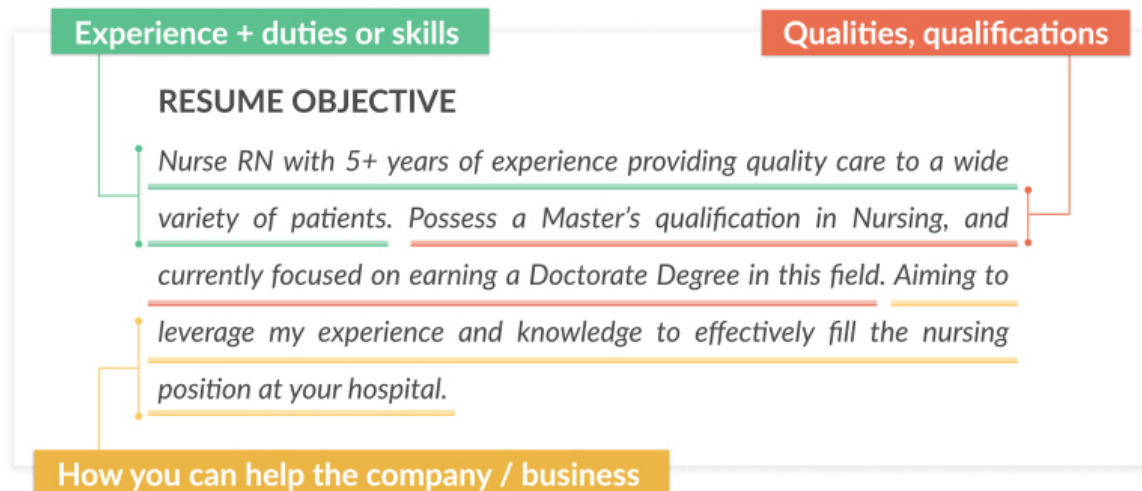
A resume objective (or career objective) is a 2–3 sentence statement that provides an overview of your skills and experience, and explains why you’re interested in the position. This introduction is best if you’re an entry-level candidate because it focuses on your career ambitions.

I should use if:

- I am an entry-level applicant.
- I do not have in-depth experience in the industry.
- I am a recent college graduate.

I shouldn’t use if:

- I have a wealth of industry-specific skill sets.
- I am changing career paths.



3 Career Objective Samples (Text Format)

Career objective example 1: bartender

Lead bartender with 4+ years experience in cocktail preparation and creation, and a bartending license certified by the District of Columbia. Possess a deep knowledge of local craft beers, wine, spirits, and cocktails, as well as their optimal food pairings. Seeking to leverage my bartending skills to fulfill the Head Bartender position at your restaurant.

Career objective example 2: nurse RN

Nurse RN with 8+ years of experience in providing quality care to a wide variety of patients. Possesses a master's qualification in nursing and currently focused on earning a doctorate degree in this field. Aiming to leverage my experience and knowledge to effectively fill the nursing position at your hospital.

Career objective example 3: middle school English teacher

An organized professional with proven teaching, guidance, and counseling skills. Possess a strong track record in improving test scores and teaching effectively. Ability to be a team player and resolve problems and conflicts professionally. Have the ability to communicate complex information in a simple and entertaining manner. Looking to contribute my knowledge and skills in a school that offers a genuine opportunity for career progression.

Resume summary

Resume summaries (sometimes referred to as “professional summaries”) include four to five sentences (either in paragraph or bulleted format) that highlight your past achievements and skills.

I should use if:

- I have many accomplishments to emphasize.
- I have a broad range of hard and soft skills.
- My experience can be quantified effectively.

I shouldn't use if:

- I'm a student or graduate with no (or little) work experience.
- I have few achievements under my belt.
- I would struggle to come up with quantifiable data to include.

This type of introduction is good for job seekers with some experience and an idea of how to tie numbers into that experience.

Biggest highlights (relevant experience + main duty)

RESUME SUMMARY

Senior Customer Service Representative with 7+ years of work experience working on and leading a call-center team. Personally handled 90+ calls daily (sales, tech support, and customer service), accumulating a 95% customer satisfaction rating over my career. Also a 100 WPM typist, and hold a Salesforce CRM certification.

Secondary highlights (key skills, responsibilities, and achievements)

Additional highlights (related skills and certifications)

4. Highlight your relevant work experience

Your work experience section is the most essential part of your resume because it's the best representation of your qualifications.

Tip

If you lack formal work experience, however, don't worry. Simply title this section "Relevant Experience" and use it to highlight details about your volunteer work, extracurriculars, or relevant school coursework.

To create a logical and informative work experience section, list your relevant experience from most recent (at the top) to least recent (at the bottom). For each job, list the following information:

- Your title
- Company name
- Company location (city and state)
- Dates of employment (month and year)

If you're still currently working at a company, you can simply write "[month], [year]–present" for the employment dates.

A general rule is that each job title includes about 3–5 bullet points of your main duties and achievements working in that role.

3 parts of a strong bullet point:

- 1st: Action verb (should always be first)
- 2nd: Quantifiable point
- 3rd: Specific and relevant job duty

Example 1:

Trained 5+ cashiers, managing their cash limits and guaranteeing quality customer service at all times.

Example 2:

Spearheaded the development of the first media kit amalgamation for all company projects, increasing national sales by 8%.

One reason the above bullet points are effective is that they use action verbs to grab the attention of hiring managers. Describing your experience using strong action verbs helps illustrate to employers what you've accomplished and what kind of skills you have.

Tip

Adding a quantifiable or measurable accomplishment to each experience will give the hiring manager confidence in your abilities. In addition, you should ensure each of your job duties is specific, with the most important duty listed as your first bullet point.

Tailor your experience to the job advertisement

One strategy for making your experience section even better is to create it with a specific job in mind.

Start by looking through the ad for the position you want. Find any skill-related keywords and occupation-specific nouns in the ad, then spread them throughout your resume when possible.

This strategy is a great way to strike a chord with the hiring manager and show them that you're the perfect candidate for their specific advertised job.

5. Create a clear education section

Having a clear education section is essential for your resume, especially if you're a recent college graduate or have minimal work experience.

If you lack professional experience but have a good track record in school (high grades, club participation, honors, etc.), your education section should be highly detailed to highlight all of your education-related accomplishments.

On the other hand, if you possess more than a few years of professional experience, then it's appropriate to keep your education section short and sweet.

Tip

Additionally, if you're a student or recent graduate, list your education section above the experience section of your resume. This way, you emphasize your most marketable qualifications at the top of the page.

Here are the main points to include in a standard education section:

- The names of your university, community college, or technical school (Don't include high school unless you didn't attend college)
- Location of the schools (city, state)
- Date of graduation (month, year)
- Degree(s)
- GPA (only include GPA on your resume if you're writing a college graduate resume and your GPA is above 3.0. Round up to the first decimal place, and use this format: 3.5/4.0)

Additionally, include relevant coursework on your resume if you're a recent graduate and don't have much work experience yet.

Here are two examples demonstrating how to format your education section:

Example 1 (experienced candidate)

- Successfully reduce operational costs by 17% through detecting and decommissioning unused hardware resources
- Ensure high system availability, avoiding \$175K in downtime losses and obtaining 90% client satisfaction ratings

EDUCATION

Bachelor of Arts in Economics

American University, Washington, D.C., Graduated 2019

Example 2 (recent college graduate)

EDUCATION

Bachelor of Arts in Political Science

New York University, New York City, Graduated 2020

Relevant Coursework: International Politics, Economics, Public Polling, Data Analysis, Electoral Process

Honors: magna cum laude (GPA: 3.7)

PROFESSIONAL EXPERIENCE

6. Highlight your relevant job skills

Hiring managers are on the lookout for candidates who have relevant, job-specific skills. While listing a heap of skills on your resume doesn't actually prove you're skilled, incorporating your various skills into different sections will catch the eye of whoever is vetting your application.

For instance, you can showcase your hard and soft skills in your introduction and work experience section. And of course, you should also list your most valuable abilities (particularly any software or technical skills you have) in your resume's skills section.

Hard vs. soft skills: what's the difference?

Here's the difference between hard skills and soft skills:

Hard skills

Hard skills are quantifiable, job-specific abilities learned through education, training, or on-the-job experience. Language skills, computer skills, and being able to operate heavy machinery all count as types of hard skills.

Here's a list of 24 popular hard skills to put on your resume:

24 Hard Skills for Resumes

Accounting Tools (SAP, Oracle, etc.)	SEO & SEM
HTML / CSS	UX / UI Design
Bookkeeping	Java Development
Business Intelligence	Mac, Linux, and Unix Systems
Perl / Python / Ruby	Vulnerability Analysis

Content Management Systems (CMS)	Data Engineering and Data Warehousing
Adobe Creative Suite	Database Management and Software
Cloud Apps (JSON, Rest, etc.)	Automotive Services
Statistical Analysis and Data Mining	Public Speaking
Foreign Languages	Software Development
Software QA and User Testing	Data Presentation
Web Architecture	Technical Reporting

Soft skills

Soft skills, on the other hand, are character traits that positively impact how you work and interact with other people. These are usually natural abilities that can't easily be taught in a classroom.

Skills like being a team player, being driven to succeed, or having a great attitude all fall under the umbrella of soft skills.

Below is a table of 24 soft skills that employers are on the lookout for:

24 Soft Skills for Resumes

Organization	Self-motivation
Discipline	Responsibility

Logical reasoning	Open-mindedness
Persistence	Decision making
Initiative	Integrity
Commitment	Professionalism
Teamwork	Time Management
Empathy	Stress management
Patience	Cultural intelligence
Diplomacy	Trust
Focus	Versatility
Self-starter	Critical observation

Technical skills

Some careers, such as those in the IT or engineering fields, require specialized technical skills.

Across the tech industry, the skills you need to succeed will differ from company to company. A technical skills section is helpful in showcasing your knowledge of certain systems, so that employers at a specific company can determine if you're qualified (or not) for the job.

To prevent this section from taking up too much space, try breaking it up into categories and listing your skills within each. For example:

- Software: Proficient in Microsoft Office Suite, Visio, and Oracle
- Programming Languages: Excel at HTML, C++, and Python

Here's an example of how a Java developer organized their long list of technical skills:

EDUCATION

University of Texas, Dallas, TX

Bachelor of Science in Computer Science, May 2011

Honors: *cum laude* (GPA: 3.6/4.0)

ADDITIONAL SKILLS

- **Languages:** Java, JavaScript, Java Beans, JSP, SQL, HTML, XML, Node.js, Bootstrap
- **Frameworks:** JSF, J2EE, Apache Struts
- **API's:** Servlets, EJB, Java Naming and Directory Interface (JNDI)
- **Software:** Eclipse, Toad, Works, NetBeans
- **Databases:** IBM DB2, Oracle, MySQL, Database SQL command

Creating a resume skills section

The skills section is an essential part of your resume. However, there are several different ways to approach creating yours.

Here are a few examples demonstrating the different ways you can format your resume's skills section:

Example 1 (standard skills section)

If you have many relevant hard and soft skills, add them to your resume skills section using separate bullet points, like this:

EMILY LANGLEY

Digital Marketing Director with 6+ years of experience in digital marketing, branding, and new business strategy across music, media, and entertainment industries. Skilled in evaluating needs and implementing strategies that increase revenue and brand growth.

RELEVANT SKILLS

- Digital Data Analytics/Marketing: Tubular Insights | Facebook Insights | Pinterest | Instagram Insights | Google Analytics | Google AdWords | MailChimp
- Adobe Photoshop | Adobe Illustrator | Adobe InDesign | AutoCAD | Rhinoceros
- Microsoft Excel, PowerPoint, Word | Slack | Sprinklr | Hootsuite | Salesforce | Concur
- Time management | Excellent communicator | Highly adaptable to new trends

If you're a student or recent graduate and have no significant job skills yet, there are still plenty of things you can list in your resume skills section. Here's an example of a skills section written by a candidate with no work experience:

EDUCATION

FLORIDA STATE UNIVERSITY, Orlando, FL
Bachelor of Art in English, May 2020
• GPA: 3.3/4.0

ADDITIONAL SKILLS

- Microsoft Office Suite
- Adobe Photoshop and Illustrator
- Bilingual in Spanish and English
- Writing & Editing
- Collaboration
- Research

Example 2 (skill bars)

Another way to organize your skills section is by using bars to provide employers a rough estimate of your proficiency.

This type of skills section is particularly popular with more creative professions, like graphic design or social media management:

KEY SKILLS

Adobe Creative Suite



Microsoft Office Suite



HTML / CSS



English



Spanish



Problem Solving



Team Leadership



PROFESSIONAL PROFILE

Senior Graphic Design Specialist with 6+ years of experience in the management of the complete design process, from conceptualization to delivery. Expert at interdepartmental coordination and communication. Skilled with Adobe Creative Suite (Illustrator, Photoshop, InDesign), Microsoft Office Suite, and web design applications (Dreamweaver, HTML). Able to stretch the boundaries of web design and digital storytelling to help my client's brands stand out.

PROFESSIONAL EXPERIENCE

SENIOR GRAPHIC DESIGN SPECIALIST

Experion, New York, NY / 2016 - Present

- Lead in the design, development, and implementation of the graphic, layout, and production communication materials while helping clients cut their costs by an average of 12%.
- Delegate tasks to the 7 members of the design team and provide counsel on all aspects of the project.
- Supervise the assessment of all graphic materials in order to ensure quality and accuracy of the design.



7. Tie in key certifications, awards, & honors

By now you've already added the basic essentials to your resume. Below are a few sections you can add (if possible) to help strengthen it.

Certifications/licenses

Certifications and licenses are vital to list for some jobs and unimportant for others. For example, nursing has strict licensing requirements while customer service does not.

Just make sure you know which licenses and certifications to include in your resume before you send it off (if any), because leaving them out could ruin your application by making you seem unqualified.

If you work in a job where certifications are important, consider adding a dedicated "Certifications" section to your resume, like so:

Jane Smith

Address Line 1 Address Line 2, City, State Zip * (212) 256-1414 * jane.smith@gmail.com

CAREER OBJECTIVE

Nursing RN recent graduate seeking to use earned skills and knowledge to assist your hospital in a nursing role. Proven to ably handle any medical emergency or situation, with the requisite skill-set to perform under pressure. Excellent interpersonal skills, and a dedicated worker with a sense of purpose. Possess a BS in Nursing.

LICENSES & CERTIFICATIONS

- Registered Nurse: New York State Board of Nursing, License #0000000
- Basic Life Support (BLS) certified by American Heart Association

PROFESSIONAL EXPERIENCE

CHICAGO MEDICAL CENTER, Chicago, IL
Preceptorship Nurse, Spring 2018 - Present

- Monitored five assigned patients, updating information on vital signs and progress of treatment.
- Documented data related to patients' care including assessment results, interventions, medications, patient responses, or treatment changes.
- Assessed condition of patients, ordering and evaluating diagnostic tests as needed.

Publications

Adding a publications section to your resume is important for graduate students (if published), academics, and authors because it lets them highlight major examples of their work.

If you're a published academic, list your articles in reverse chronological order by publishing date. And make sure you choose the referencing style that is appropriate to your discipline.

It's also acceptable to add works that have yet to be published. You may label these as "Works in Progress" or "Submitted for Publication."

Here's an example of how to list publications on your resume or academic CV:

PUBLICATIONS

Willborow, J., Sherman, H. "Why firms fail when expanding: The effects of expansions on team performance." *Journal of International Business Studies* 19.2 (2018): 12-37.

Awards/honors/activities

If you've received awards or honors, either through your job or during college, your resume is a great place to show them off. Adding accomplishments and relevant awards on a resume helps you stand out from your competition by showing that you're a reliable, dedicated job seeker.

Here are some awards that you should consider including on your resume:

- Grants
- Academic honors
- Scholarships
- Volunteer positions
- Professional affiliations

If you have the extra space on your resume, consider adding a dedicated section to highlight your awards, like this:

THE ELECTION PROCESS AND PUBLIC OPINION

Senior Seminar, NYU / October 2019 – May 2020

- Developed a thesis proposal for a statewide public opinion poll on tort reform.
- Awarded a \$1,000 grant to expand and execute my polling research.
- Formulated a series of 10 questions designed to reduce bias.
- Polled over 1,000 New York residents, reaching the threshold for statistical significance.
- Organized the resulting data and presented my findings to the NYU Political Science department.

EDUCATION

B.A. in Political Science
Rutgers University,
2016 - 2020

AWARDS

Dean's List
NYU / Last 3 Semesters

Tau Sigma Honors Society
NYU / 2019



8. Pick the ideal resume layout

The hard part is over. You've written your resume, and are feeling confident about getting that interview. Now it's time to take a moment and consider your resume's design.

Depending on the industry you work in or the job you want, you may need to adjust your resume layout to fit the expectations of the hiring manager.

Formal resume layout

When it comes to resumes, newer isn't always better. If you work in a highly formal industry like law, finance, accounting, or politics, your resume should stick to a traditional, no-nonsense design.

Using classic serif fonts like Times New Roman or Georgia, simple lines, and dark, printer-friendly colors like navy blue are all great ways to make your resume's layout neat and professional.

Here's an example of an account executive resume that uses a highly formal layout:

SANDRA HAMMOND

123 Your Address City, State, Zip Code (xxx) xxx-xxxx your@email.com

Results-oriented Account Executive with 10+ years of experience building and managing relations with prospects and key company accounts. Proven track record of cultivating lasting rapport with decision-makers and high-value clients, presenting solutions, and securing profitable deals.

PROFESSIONAL EXPERIENCE

WALT DISNEY, INC. – ABC INTERNET GROUP, Chicago, IL

Account Executive, October 2015–Present

- Secured 10+ new accounts worth \$15M by generating potential leads through transactional business, cold calling, and networking with key decision-makers
- Exceeded company targets by 166% via thorough prospecting, drumming up new business, and managing existing account lists
- Negotiate and close successful business deals ranging from \$1,500 to \$1,000,000
- Increased monthly recurring revenue by 20% through the successful closing of three 7-figure corporate contracts
- Promote new and existing portfolio items, boosting portfolio revenue by 60% over five years

S1 CORPORATION, Atlanta, GA

Account Executive, January 2010–September 2015

- Closed a 5-year, \$150M deal to secure the company's leadership position within one of its largest and most strategic customers
- Sold software solutions to multiple lines of business, including retail banking, consumer lending, compliance/operational risk, and personal and commercial insurance lines
- Awarded Presidents Club and Account Executive of the Year for reaching 340% of company goals in 2015
- Achieved \$13.5M in new business by selling Cloud and SaaS solutions in a highly complex sales cycle with a combination of Enterprise Software and Professional Services

EDUCATION

BARUCH COLLEGE, ZICKLIN SCHOOL OF BUSINESS, New York, NY

Bachelor of Science in Business Administration, December 2009

- Honors: *cum laude* (GPA: 3.8/4.0)

ADDITIONAL SKILLS

- Expert in Microsoft Office, with a focus on Excel
- Bilingual in Spanish and English

Creative resume layout

If you work in a field like graphic design, photography, or social media management, it's important that your resume communicates some of your creative talents. That's where a creative resume layout comes in.

Adding splashes of colors, background art, skill bars, or icons are all great ways to make your resume stand out and better grab the attention of employers.

However, don't add too many style elements. Your resume should still be mostly text-based, and highlight all of your qualifications in a clear, easy-to-read way.

Here's an example of a graphic designer resume that manages to balance substance and style with a perfect creative resume layout:



Resume formatting rules

When putting your resume together, there are some essential resume formatting rules to ensure that it's easy to read, easy to print, and looks professional:

How many pages should a resume be?

The short answer is that one page is the ideal resume length for most candidates. However, if you have a lot of relevant work experience, it can be two or even three pages.

Just note that unless you're applying for an upper-management position or an academic post, one page will be enough for hiring managers. Even Elon Musk's resume (if he had to make one) could be tightened into one page.

Tip

If you're applying for an academic position, you'll need to send a CV instead of a resume. Keep in mind that CV templates are often several pages long, and contain more information to show the progression of your academic career.
What's the best font and font size for a resume?

Certain resume fonts are best suited for particular industries. There are general broad do's and don'ts when it comes to choosing your font and sizes:

Do's

- Choose easy-to-read fonts.
- Use the same font throughout.
- Change sizes in descending order for your name, headers, and bullet points.
- Choose a font that fits with the text sizes you've chosen.

Don'ts

- Don't choose small sizes to fit everything on one page.
- Don't pick wacky fonts.
- Don't have one uniform text size throughout.
- Don't go below 9 pt.

For sizing, many resumes follow a 24, 12, 10 format. This means that the name is 24 pt, the body headers are 12 pt, and the bullet points are 10 pt. If you're not sure which font to

choose for your resume, here are some popular font choices in both serif and sans serif styles:

Serif Fonts	Sans Serif Fonts
Times New Roman	Calibri
Georgia	Tahoma
Bookman Old Style	Helvetica
Century Gothic	Arial

What margins should a resume use?

One-inch margins are the standard for most job applicants.

However, if you have a lot of experience you need to fit on one page, then it's acceptable to reduce your resume's margins. Just don't go below .5", or your resume will look overcrowded.

9. Write a matching cover letter

Now that you know how to write your dream resume, you might be wondering: is a cover letter necessary? The answer is yes, always include a cover letter if you have the option.

Knowing how to write a good cover letter helps you round out every application you ever send out, and boosts your chances of landing an interview.

Cover letters are a valuable tool in your job-hunting arsenal because they give you an opportunity to provide context to your resume, show off your personality, and express enthusiasm for the job you're applying for.

Here's an example of what a resume paired with a matching cover letter might look like (always use a matching resume and cover letter template):

The image displays two side-by-side documents. The left document is a resume for a 'GROCERY STORE CASHIER' position, created by Resume Genius. It includes sections for Contact, Career Objective, Education, Key Skills, and Awards. The right document is a matching cover letter, dated November 20, 2018, addressed to Walter Grey at Sam's Club. The cover letter discusses the applicant's experience at Trader Joe's and Whole Foods, and expresses interest in the position at the new Sam's Club location.

GROCERY STORE CASHIER
from Resume Genius

CONTACT
(575) 476-4795
jwpotts@gmail.com
47 Winston Dr.
Albuquerque, NM, 87153
LinkedIn.com/JWPotts

CAREER OBJECTIVE
Skilled grocery store clerk with 4+ years of experience in providing great customer service, handling cash, and processing transactions. Have received credit towards Bachelor's degree in English. Aspire to leverage my knowledge and experience to be a high-quality, efficient, and effective clerk in your company.

EDUCATION
ENGLISH BA CANDIDATE
Frank Community College
Albuquerque, NM
Expected graduation: May 2020
GPA: 3.9/4.0

KEY SKILLS
Service orientation
Strong communication
Point-of-sale software
Handheld scanning devices
Prioritization
Teamwork

AWARDS
December 2015
EMPLOYEE OF THE MONTH
Whole Foods

WORK HISTORY
2016 - present
CLERK
Trader Joe's / Albuquerque, NM
• Receive and process payments by cash, check, credit card, Apple/Google Pay (on average, \$7500 daily or 97 transactions)
• Trained five junior cashiers during my tenure.
• Bag customers' groceries in accordance with best practices to avoid items being damaged while simultaneously scanning items and handling customer queries
• Received no customer complaints to date because of my personable and friendly manner as well as competence.
• Refund items in the form of cash or credit.
• Maintain top ratings from store managers.

2014 - 2016
GROCERY STORE CASHIER
Whole Foods / Albuquerque, NM
• Awarded Employee of the Month because of high customer satisfaction with my performance, personality, and efficacy
• Increased store loyalty card sign-ups by 18% compared with company average
• Mediated customer complaints with a 15% higher-on-average success rate than my peers
• Greeted customers and directed them to the correct in-store section to locate their desired products
• Balanced approximately \$1200 cash drawer at the end of each shift.

GROCERY STORE CASHIER
jwpotts@gmail.com (575) 476-4795 47 Winston Dr. Albuquerque, NM 87153

November 20, 2018
Walter Grey
Sam's Club
341 Lloyd George Boulevard
Albuquerque, New Mexico 87153
(575) 247-6347
hiring.manager@abq.samsclub.com

Dear Mr. Grey,

I am writing to you today concerning the open position for grocery cashier. Because I have been seeking such a role, I was delighted to see this role advertised and would like to submit my application because I believe I would be a perfect fit for the job.

I have four years of experience as a cashier in the fast-paced retail industry and have worked for Trader Joe's and Whole Foods. As a store clerk, my primary role was using the point-of-service (POS) cash register. I logged an average of 97 transactions daily, worth approximately \$7500. Additionally, I promoted our loyalty card, provided exemplary customer service, and assisted customers to locate their requested items. I believe that working at Trader Joe's and Whole Foods has given me substantial experience at operating POS terminals, using handheld scanning devices in store, and managing customer concerns to provide them with a first-rate shopping experience.

I note that the Lloyd George Blvd location is the latest new Sam's Club outlet and that you are looking to hire numerous new personnel. I would like to point out to you that I have experience training five new hires at Trader Joe's, so I feel that—combined with my extensive retail experience—I could not only hit the ground running but provide guidance to staff without any backgrounds in retail roles.

I can assure you that I am a responsible and diligent worker with a passion for making customers feel valued, at ease, and welcome. I would be thankful for the opportunity to interview with you and can be reached at (575) 247-6347 or at jwpotts@gmail.com.

Thank you for your time, and I hope to hear from you soon.

Sincerely,
Jane Potts

The cover letter goes hand in hand with the resume when a person applies for a job. Since many potential employers will not take the time to read the resume of every applicant, the cover letter can ensure or destroy a person's opportunity at a job. Therefore, the cover letter is very important and deserves some planning and thought from its writer.

A cover letter is similar to a formal letter. It will still follow the conventions and layout of a business letter. All sections of the letter should be left aligned. The letter should start with

a return address and date and then follow with the addressee and his or her address. Skipping a line, the letter should start with the greeting.

Contents:

Greeting: Get Positive Attention

The greeting in a cover letter is important. Though many jobs for may not give the name of the contact person, if possible, you should identify the name of the person to whom the letter will be sent.

When a person reads a letter addressed to him specifically, he is more likely to have a positive response than if the letter begins with “to whom it may concern”.

Though it may push you out of your comfort zone or language abilities, each person should call the company and ask for the name of the person who will be receiving the letter. Make sure you are certain of the spelling of the name and that you double check the address the letter and resume should be sent to.

Another aspect of getting the proper attention when applying for a job is to make sure the letter has visual appeal, but these standards may differ from one culture to another. For jobs in the U.S. the letter should be spaced well and have one inch margins on every side of the paper.

In addition, the page should not be filled with text but should say what it needs to in as little space as possible using 12 point font. If a letter has too much writing on it, the reader may be more inclined to set it aside to read later and then never get back to it.

3

Generate Interest

Because the cover letter is an appetizer to the interview, the writer should start the letter with his main selling point. It is important that this point comes from the needs and desires of the company and not from the desires of the applicant. To make this connection with the company, make this connection by stressing that you value the company’s product, by highlighting your knowledge of the company, or by pointing out that you are familiar with the goals of the company.

- What is the company looking for?
- What need have they expressed in their ad?
- What are the goals of the company?

Make some notes as you think about each of these questions. You need to do further research about the company to which you are applying.

4

Sell Your Skills

With the next part of the cover letter, you should logically present how your experience and qualifications fulfill the company's need.

The information in this section should be based on the job description that the company wrote.

Using the information in the resume as a starting point, pick out the most important pieces of information about yourself to bring to the cover letter.

There is no need to repeat what you have already written in the resume but you should highlight the items that are most likely to generate interest with the employer.

You may stress courses that they have taken throughout their education, specific job experience that lines up with what the company is looking for, or knowledge that fits with the needs of the company.

5

A Call For Action

In the final section of the cover letter, you should finish with a request for an interview. Start the close of your letters by stating again your interest in the position and then requesting that the reader schedule an interview at his or her convenience.

Finally, though it may be easier to end with a cliché like "thank you for your time" or "I hope to hear from you soon", tailor the ending of the letter to the position for which you are applying. You should then end the letter with a closing and signature as well as a printed name.

10. Proofread your resume and finish strong

Once you've written your resume and cover letter, you're in pretty good shape to send out that first application. However, you're not quite done yet.

The most important step before sending out any resume is to read it over and make sure that there are no issues (like spelling errors or formatting mistakes) that could get your application discarded.

To help make that process easier, here's a checklist you can go through to make sure your resume is looking spotless:

The Resume Genius Resume Checklist

- Is your contact information accurate?
- Does your resume NOT include details like headshots or sensitive personal information?
- Does your resume fit on one page (or two pages if you're highly experienced)?
- Is your information easy to read (fonts are above 10pt, sections don't look too crowded)?
- Is the design of your resume appropriate for the position you're applying for?
- Did you include all relevant sections on your resume?
- Did you include quantified achievements in your work experience section?
- Does your resume address the requirements stated in the job ad?
- Is your resume free of typos and grammatical errors?
- Is all of your information clearly formatted and professional?

Edit and proofread (more than once)

Even if you're a Harvard-educated doctoral candidate or the state spelling bee champion, proofreading and editing your application documents can still save you from potentially embarrassing mistakes.

Read your resume and cover letter over several times yourself at different times of the day to be sure everything looks good. Something that sounded great the night before might not look as professional in the morning once the sun comes up and you're better rested.

Also, hand your application materials off to a friend or family member who can give them a read. If your friends and family struggle to read your resume and cover letter, it's a good sign that you may need to make some adjustments to ensure the hiring manager can.

Email your application

Now that you've got your resume looking polished and error-free, it's time to send it off.

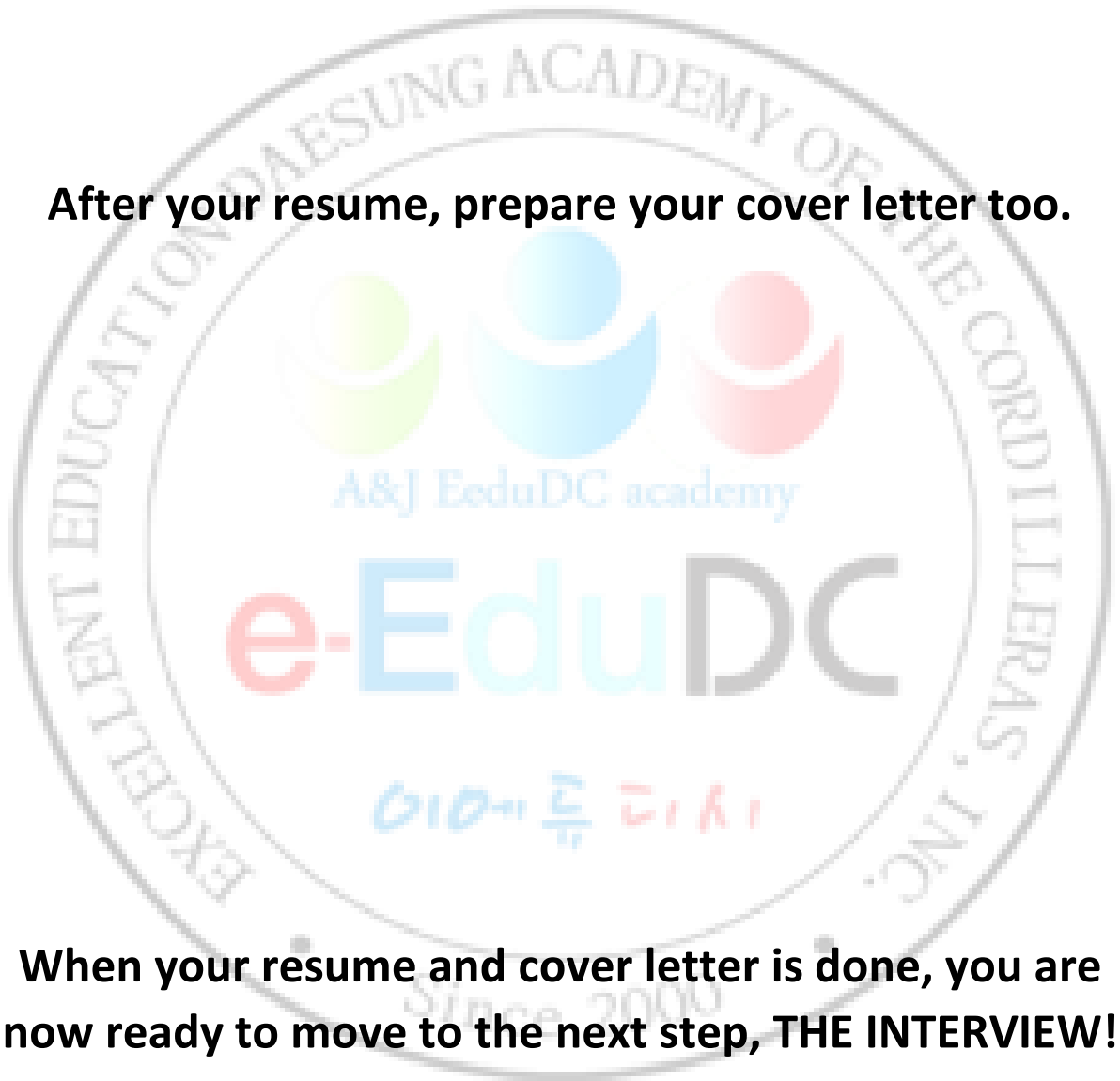
Often, you'll need to email your resume and cover letter to employers. When sending your application over, make sure you include it along with a professional, courteous email to the hiring manager.

There are four keys to writing an email that gets attention from hiring managers for the right reasons:

1. Use the hiring manager's name. Avoid generic introductions like "To Whom It May Concern" and "Dear Sir or Madam", because they don't sound personable.
2. Make sure your email flows well and has no spelling or grammar errors. Re-read it yourself, and have a friend or family member take a look too.
3. Attach your application documents in the hiring manager's preferred format (use PDF if you're not sure).
4. Let them know you'd be happy to communicate via email, but give them a phone number to reach you at as well. Also, politely let the hiring manager know you'll be in touch after a week if you haven't heard from them by that point.

Now, you are ready to write up your resume. Use the above information as your guide.

After your resume, prepare your cover letter too.



When your resume and cover letter is done, you are now ready to move to the next step, THE INTERVIEW!