



Preparation - Resume Writing

What is a resume?

What is a resume used for? What is the purpose of a resume? What is it meant to do?



Preparation - Resume Writing

- A resume is a document that shows your skills, experiences, and qualifications. You use it when you apply for jobs.
- Employers look at your resume to decide if they think you would be a good fit for the job and for their team. If your resume looks good, they will want to meet you and invite you to an interview.
- Always bring extra copies of your resume to an interview. This looks professional. It also helps to have your own copy in front of you. If you forget something, you can look at your resume and be reminded of what you've done.
- Resumes should be short and easy to read. Most resumes are one page long. If you have had many jobs or lots of experience, it may be two pages.

RESUME > APPLICATION > INTERVIEW > NEW JOB!



Preparation - Resume Basics

Your resume should:

- Be **1 page** long if you are entry-level or have less than 10 years of experience
- Be **clear, clean, and easy to read**
- Use simple fonts (Arial, Calibri, Times New Roman)
- Avoid photos, colors, or fancy designs
- Be saved as a PDF when submitting online
- Be **honest** – only list what you can explain

Must-have sections:

- **Name & Contact Info** (phone, email, city/state – not your full address)
- **Professional Summary** (2–3 sentences about your skills and goals)
- **Skills** (a bullet list of your hard and soft skills)
- **Work Experience** (jobs, internships, or volunteer work)
- **Education** (high school or higher – include expected grad date if still in school)

Resume Writing Tips

- Use **bullet points**, not paragraphs
- Use **present tense** for current jobs, **past tense** for past jobs
- Use **numbers** when you can (Example: “Helped serve 50+ customers daily”)
- Do not use “I” statements
 - EX: “Developed software” instead of “I development software”
 - EX: “Responsible for handling customer inquiries” instead of “I was responsible”

Matching Your Resume to a Job

Every job is different. You should **change your resume** a little each time you apply.

Step 1: Read the job description carefully

- Highlight the main skills and requirements
- Look for words that are repeated

Step 2: Match your resume to the job

- **Summary:** mention the type of job or skills they ask for
- **Skills:** add the same skills the job post lists (if you have them)
- **Experience:** use keywords found in the job description

Step 3: Remove unrelated experience if you need space

- Focus on what the employer is looking for

Step 4: Make sure it works with ATS (Applicant Tracking Systems)

- Use plain fonts (Arial, Calibri, Times New Roman)
- Do not use tables, text boxes, or graphics
- Use simple section headers like “Work Experience” and “Education”
- Spell out words before abbreviations (Example: Microsoft Excel (Excel))
- Copy keywords from the job description into your resume
- Save your resume as a **PDF or Word doc** unless the job says otherwise



Preparation - Components of a Resume

Resumes are made up of several parts:

Contact Information	<p>In this part of a resume, you should state:</p> <ul style="list-style-type: none">• Your full name<ul style="list-style-type: none">◦ This should be easy to read• Phone Email City, State<ul style="list-style-type: none">◦ Optional: LinkedIn or portfolio URL
Professional Summary	<p>In this part of a resume, you should create a statement about yourself that aligns with who you are, your top strengths and the role/industry you're targeting. Tailor the summary to each job you are applying to.</p>
Skills	<ul style="list-style-type: none">• 6–10 relevant items mixing hard and soft skills.• Prioritize skills from the job post.
Professional Work Experience	<p>Work Experience (Reverse-Chronological)</p> <ul style="list-style-type: none">• Job Title – Company, City, ST Month YYYY–Present/Month YYYY• 3–5 bullets starting with action verbs; focus on results and numbers.• Use present tense for current roles, past tense for previous roles.
Education	<p>In this part of a resume, you should state:</p> <ul style="list-style-type: none">• Your education<ul style="list-style-type: none">◦ Start with your most recent educational accomplishments<ul style="list-style-type: none">▪ If you have recently graduated high school that should be at the top. If you have started college, put that above your high school experience▪ Optional: Relevant coursework
Qualifications & Training	<p>CPR/First Aid, OSHA-10, ServSafe, Microsoft Office, etc.</p>
Projects, Volunteer Work, and Awards	<p>List if they strengthen your fit for the job.</p> <ul style="list-style-type: none">• Honor roll• A high GPA• Team captain



Preparation - Components of a Resume

Contact Information

First and Last Name
Phone Number
Email Address
City and State

Professional Summary

A statement about yourself that aligns with the type of job you are applying for.

Skills

6-10 relevant items mixing hard and soft skills
Prioritize skills from the job post

Professional Work Experience

Most recent job
Start date, end date (or current if still employed)
Tasks / Job Duties

Next most recent job
Start date, end date
Tasks / Job Duties

Other jobs
Start date, end date
Task / Job Duties

Education

School – City, ST | Degree/Program (Diploma, GED, AA/AS/BA/BS)
Graduation or “Expected Graduation: Month YYYY”
Optional: relevant coursework, GPA (if strong).

Other schooling Start date, end date

Certifications and Training

CPR/First Aid, OSHA-10, ServSafe, Microsoft Office, etc.

Projects, Volunteer Work, Awards, etc.

List if they strengthen your fit for the job.

Preparation - Example Resume

Contact Information

John Doe
(123) 456-7890 | john.doe@example.com | Bestown, MA | linkedin.com/in/johndoe

Professional Summary

Customer-focused representative with 5+ years handling high-volume inquiries across phone, email, and chat. Strong at conflict resolution, time management, and CRM tools. Seeking to support a customer service team and improve satisfaction and retention.

Skills

• Customer Service • Conflict Resolution • Time Management • Microsoft Office • CRM (Salesforce, Zendesk) • Written/Verbal Communication • Cash Handling • Teamwork

Professional Work Experience

Customer Service Representative – XYZ Corporation, Bestown, MA | Jan 2020–Present

- Resolve 60–80 customer contacts per shift while maintaining ~95% CSAT.
- Created response guides that reduced average handle time by 12%.
- Onboard and coach 6 new reps on policy, tone, and CRM best practices.

Sales Associate – TJ Maxx, Bestown, MA | Sep 2015–May 2017

- Assisted customers on the sales floor and at checkout; processed cash/returns accurately.
- Replenished merchandise and maintained clean, organized aisles and fitting rooms.
- Supported opening/closing procedures to meet shift targets.

Education

State University – Bestown, MA

BA, Communication | May 2018

Relevant Coursework: Interpersonal Communication, Public Speaking, Business Writing, Group Dynamics, Conflict Resolution

Projects, Volunteer Work, Awards, etc.

Customer Service Professional (CSP) • HubSpot Social Media Certification
Employee of the Month (XYZ Corp, Mar 2022) • Customer Service Excellence Award (2018)



Preparation - Resume Template

Complete the prompts below. In doing so, you will have drafted a resume!

Contact Information

First and last name: _____

Phone number: _____

Email address: _____

City and state: _____

Professional Summary

2-3 sentences tailored to the job. Mention experience level, top skills, and the role/industry you want.

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Skills

- • • • •
- • • • •

Professional Work Experience

Most recent job: _____

Start date: _____ End date: _____ *(or current, if still employed)*

Job duty: _____

Job duty: _____

Job duty: _____

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Preparation - Resume Template

Next most recent job: _____

Start date: _____ End date: _____

Job duty: _____

Job duty: _____

Job duty: _____

Education

Most recent school: _____

Start date: _____ End date: _____

Other schooling: _____

Start date: _____ End date: _____

Skills, Qualifications, Awards, etc.

Relevant skills: _____

Qualifications: _____

Awards: _____



Preparation - Job Seeker Best Practices

You just learned how to get an employer's attention by building a strong resume.

Here we'll go into more detail about what employers are looking for. And what they don't want to see. We'll talk about why and offer suggestions.

What employers want to see	Why	Suggestions
Open Availability	If you want a job but don't have sufficient availability you will not be considered regardless of your skillset, experience etc. Employers need employees who can work when they need them to meet the needs of their business, clients, customers, etc.	Know the difference between availability and preferred scheduled Consider closely conflicts and barriers limiting your availability. Can conflicts be worked around, moved, adjusted, rescheduled?
Qualified candidates: <ul style="list-style-type: none">• Experience• Training• Education	An employer wants to know how likely it is that you'll be able to do the job to a high level.	Learn the qualifications for your job(s) of interest. Determine whether you are willing to make the investment (money and time). Note some trainings are free! Trainings can sharpen or enhance your skillset making you stand out while building your confidence. If a certain credential is part of the qualifications for a job then it is mandatory. But there are also trainings that aren't required but could help you stand out.

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Preparation - Job Seeker Best Practices

What employers want to see	Why	Suggestions
<p>Limited employment gaps / frequent job turnover</p>	<p>Gaps on a resume and leaving jobs regularly look bad to an employer. Employers want long term, skilled, hardworking, dependable, high integrity employees. It is hard to find good help and takes lots of resources to find, onboard and train new staff.</p>	<p>Find another job before leaving your current one. All experience is relevant experience. Even if you don't love what you're doing you're building confidence, discipline, and strengthening soft skills.</p> <p>Stay in a job at least 6-24 months unless you cannot or should not. Not liking what you do does not qualify as a reason you should leave a job.</p> <p>If you've been out of the workforce for a significant amount of time, don't worry. This is common and happens for all sorts of understandable reasons. In this circumstance you can:</p> <ul style="list-style-type: none">• Taper your expectations: get back to work and build momentum. You'll climb the latter quickly. If not at that employer than at another. But by getting back to work, whether it being exactly what you want to do or have done in the past, or not, you'll be building your resume and acquiring references• Volunteer: Get out and work, help others in your community. This will be good for you and your resume. You'll start to build or rebuild stamina, discipline etc. If possible, volunteer in or around the job you want. For ex.: if you want to be a library page volunteer at your local library. You may also gain a reference! Even if you can't find a volunteer opportunity that relates to what you want to do for work, any opportunity will help build soft skills an employer will value. It will also make you look like a more attractive well rounded candidate and start to eliminate gaps on your resume.

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Preparation - Job Seeker Best Practices

What employers want to see	Why	Suggestions
References	<p>Employers check references such as past employers to determine how you were as an employee. If you did not perform well at your last job or there was misconduct that can hurt you. If you were a high performer who showed strong character, that will help you.</p> <p>You references can be past managers and people who know you well and can speak to your skillset and character such as teachers, coaches etc. Family members should not be used as references. You'll need at least 1 professional references (a former supervisor)</p>	<p>Work hard at every job you have. Show integrity. This will help you to build strong references that will set you apart from other job seekers in the future.</p> <p>Do not burn bridges.</p>
Hard skills	<p>Some jobs require very specific skills. Mastering them will be very important</p>	<p>Find out where you can practice these skills, take a training, an apprenticeship program, etc.</p>

