Overview of a Resume:

A resume is a formal document that a job applicant creates to itemize his or her qualifications for a position.

Many job seekers assume that the purpose of a resume is to provide a full overview of their professional history. Instead, the **goal of your resume** is to convince employers you're worth **interviewing.**

A resume is usually accompanied by a **customized cover letter** in which the applicant expresses an interest in a specific job or company and draws attention to the most relevant specifics on the resume.

Successful resumes highlight specific accomplishments applicants have achieved in former positions, such as cutting costs, transcending sales goals, increasing profits, and building out teams (use action verbs to describe what you have done).

The most determined applicants **rewrite their resumes** to suit the occasion, concentrating on skills and experience that fit the job for which they're applying.

On a base level, a resume is made up of the following five parts: **Contact details, Introduction, Education, Experience,** and **Skills.**

Contact details: Include your **first and last name, phone number, and email address.** Also include your **mailing address** if you want to prove you live near the place you're applying.
Additionally, you can add your **LinkedIn profile** or another professional community and the address of your website or blog if you have one.

Examples:

Poor: Jane Doe 555 Appleyard Drive Tallahassee, Fl

Better: Jane Doe
555 Appleyard Drive
Tallahassee, FL
Cell 850-555-5555

Best: Jane Doe
555 Appleyard Drive
Tallahassee, FL 32304
Cell: (850) 555-5555
jandedoe@mymail.tcc.fl.edu

Introduction: Provide a concise overview of your professional background and key qualifications. Your introduction can be in the form of a **resume summary, professional profile, resume objective, or qualifications summary.**

Examples: Objective

Poor: I need to find a job to pay for my college tuition.

Better: Looking for a part-time entry position utilizing strong organizational, interpersonal, and communication skills.

Best: Honors student with over two years of customer service experience is seeking an entry level position in the field of communication.

Education: Include your school name, **highest degree earned**, majors and minors. Additionally, you can add your GPA (if it's greater than 3.8) and **relevant coursework** if you lack experience or if it's related to the position.

Examples: Education

Poor: TCC
                    AS Networking, 2021

Better: Tallahassee Community College
                    AS Networking
                    Projected graduation: Fall 2021

Best: **Tallahassee Community College,** Tallahassee, FL (2020 to present)
                    Major: Associate in Science, Network Technology
                    GPA: 3.5 **(only if your GPA s above a 3.0)**
                    Projected Graduation: Fall 2022

Examples: Course Work

Poor: ENC1101
                    ENC1102
                    CGS1006

Better: Intro to English Composition
                    Intro to English Argument and Persuasion
                    Intro to Networking

Best: Introduction to Academic Essay Writing
                    Advanced Network Administration

Experience: List any relevant work experiences/accomplishments you have. Include your **title**, the **name of the company** you worked for, **years worked**, and a **bulleted list** of your **key responsibilities** and notable successes (use action verbs). Also list **volunteer** work.

Examples: Work Experience

Poor: Publix, Cashier
Help customers, ring up groceries, accept payments, tally cash drawer, stock shelves, clean, bag groceries, return items not purchased.

Better: **Cashier**, Publix, Tallahassee, FL
Assist customers
Process purchases
Accept multiple forms of payment
Balance cash drawer

Best: *Cashier*, Publix, Tallahassee, FL (January 2018 to present)

- Customer Service
- Process purchases
- Accept multiple forms of payment
- Cash reconciliation
- Researching store promotions to encourage sales
- Sharing product knowledge with customers

Here are two examples of how to construct effective experience descriptions.

Example 1
Provided high-level customer service while managing dining experience for up to 50 guests.

1. Provided = **action verb**
2. Customer service = **skill**
3. Managing dining experience for up to 50 guests = **tasks that prove skill (evidence)**

Example 2
Developed new order-taking process that decreased guest wait-times by an average of three minutes.

1. Developed = **action verb**
2. New order-taking process = **project**
3. Decreased guest wait times by an average of three minutes = **result**

When listing job duties, be sure to use the **correct past** or **present tense**. The above examples were written in the past tense.
The following example is written in the present tense, because the applicant still works at his/her present job.

Work Study, Tallahassee Community College, Tallahassee, FL
(2020 to present)

- Answer**ing** multiple phone lines
- Perform**ing** general office duties

Skills: Include any resume skills you possess that are relevant to the position. Be sure to use a strong mix of **hard skills** and **soft skills** to demonstrate that you're a well-rounded candidate. This could include fluency in a foreign language, knowledge of computer languages, professionally useful hobbies, professional affiliations, volunteer work, and any honors/awards achieved.

What are Soft Skills:
- Soft skills are a combination of **people skills, social skills, communication skills, character or personality traits, attitudes, mindsets, career attributes, social intelligence and emotional intelligence quotients**, among others, that enable people to navigate their environment, work well with others, perform well, and achieve their goals with complementing hard skills.
- The Collins English Dictionary defines the term "soft skills" as "desirable qualities for certain forms of employment that do not depend on acquired knowledge: **they include common sense, the ability to deal with people, and a positive flexible attitude.**"

What are Hard Skills:

- Hard skills can be **defined as the specific knowledge and abilities that are learned through education or training**. Since many industries and professions have a specific list of abilities that are necessary to properly perform the job, hard skills can also be thought of as job-specific skills. So, putting the right hard skills on your resume is essential.

Examples: Skills

Poor: Dependable, Hardworking, Professional, Innovative, Mature, friendly

Better: Proficient in Microsoft Work
              Strong Verbal and written communication
              Ability to learn new tasks quickly

Best: Strong verbal and written communication
Three years plus customer service
Experienced working effectively with a diverse population:

- General public
- Persons with disabilities
- Patients
- Healthcare professionals

Examples of Honors, Membership, and Volunteer Work that you could turn into skills

Poor: visit elderly
Spending time with kids
Outstanding team member

Better: Volunteer, Meadow Oaks Retirement Home
Volunteer, First Church
Awarded Outstanding Team Member, ABC Company

Best: **Volunteer,** Meadow Oaks Retirement Home, Tallahassee, FL
(2019 to present)
Volunteer, First Church Children's Ministry, Tallahassee, FL
(2020 to present)
Outstanding Team Member Award, ABC Company, Tallahassee, FL
(2020)

Top Skills Employers seek in a candidate:

- **Critical Thinking/Problem Solving**
- **Oral/Written Communications**
- **Teamwork/Collaboration**
- **Digital Technology**
- **Leadership**
- **Professionalism/Work Ethic**
- **Global/Intercultural Fluency/Diverse Population**

Keyword Strategies: Employers sometimes use **keyword search programs** to find resumes of interest. If your resume does not include these words, it may not be retrieved during the search process. To select keywords, **read through position descriptions and identify words that indicate a skill, ability, or knowledge-set employers appear to be seeking.** Use as many of these words that accurately describe your qualifications.

Although the **two-page maximum** still stands, many applicants use the web to the max when it comes to attachments. **Video introductions, charts, graphs**, and other illustrations can make you stand out, as long as they're relevant to your presentation.

Brevity, a clean layout, **correct grammar and punctuation** all are prized. People who have to sort through hundreds of resumes have short attention spans.

Pay attention to **formatting.** Make sure that you have enough **white space**. Put headings and categories such as "Education" or "Experience" in **bold type**, and use **bulleted sentences**. Your resume should be easy to read and appeal to the hiring manager. Look at different resume samples and select a style that fits your objective.

Be aware that any **hiring manager** might enter your name in the **Google search field**. Do a search on your own and see if you can optimize your own results, and delete information that should be **kept private** or could be interpreted as **unprofessional**.

- Here are some additional online resources about resume writing:

 https://how-to-write-a-resume.org/

This website not only provides free templates for resumes and cover letters, but also provides tips on how to ace your interview.

https://www.resumewriting.net/

This website offers tips on resume writing, how to have a great interview, and provides job hunting tips. There are free templates which can be custom tailored based on your work experience.