

What should my resume look like?

Make sure your resume doesn't get overlooked by using these recommended strategies.

1. Contact Information & Title. Include an eye-catching title or tagline under your name, to catch the employer's eye and let them know "what you're about". Also, feel free to just use City, State, Phone # and Email for your contact information.

2. Professional Summary. Forget that old-school objective statement and use a Summary! This is essentially the same as an elevator speech/sales pitch and should summarize your skills and experience. **REMEMBER: Employers notice the top 1/3 of your resume—make it count!**

3. Key Skills. These should change based on the job posting—make sure to use a mix of soft skills and technical skills.

4. Professional Experience. Arrange this from newest to oldest job. Make sure to bold/list first WHAT you did (job title) not WHERE you did it.

Are all of your bullet points "Job Duties"? Time to switch them to Accomplishments – employers want to know what you bring to the table.

Know that your bullet points can change based on the job you are applying for.

5. Education. If your education is older or not as relevant, keep it down here at the bottom. Make sure to list certificates!

Jane Doe
Customer Service Professional
Minneapolis, MN • 612-123-5420 • jane.doe@yahoo.com

Professional Summary
Enthusiastic Customer Service Professional, with 8+ years working in a fast-paced customer driven environment and 5+ years serving team members in a leadership position. Strong communication skills, taking a creative, customer driven approach to problem solving. Highly motivated and goal orientated, able to lead a team effectively to exceed company goals and customer expectations.

Key Skills

- Team Leadership/Staff Training
- Customer Service Skills
- Conflict Resolution
- Accurate Cash Handling
- Microsoft Office Suite
- Inventory & Scheduling

Accomplishments: Awarded CBCC Leader, with 95% and higher CHAMPS, in Cleanliness, Hospitality, Accuracy, Maintenance, Product, and Speed of Service. 2015-2018

Professional Experience

Shift Manager | Taco Bell | Minneapolis, MN10/2015 – 8/2018

- Supervised and managed a team of 5+ employees, training in new hires on company procedures.
- Coordinated staff schedules, delegated tasks, coordinated daily operations and monthly inventory.
- Achieved an accelerated rating of 95% in CER, State of Minnesota Health inspection.

Crew Trainer | Taco Bell | Jacksonville, FL8/2009 – 10/2013

- Trained 20+ new employees in their job duties, company policies and standards, and helping staff transition into higher positions.
- Assured a smooth daily workflow and maintained high quality of food products and service.
- Addressed training concerns to correct behavior; utilized conflict management skills when needed.

Customer Service/Cashier | Cub Foods | Minneapolis, MN11/2008 – 7/2009

- Greeted incoming customers, assisting them with locating items and answering product questions.
- Processed returns and exchanges for customers, addressing customer concerns with items.
- Efficiently operated cash register to process transactions and issue correct change.

Cashier | McDonalds | Bloomington, MN1/2006 – 11/2008

- Accurately processed customer orders, answering product questions and providing correct change.
- Maintained a clean, well-stocked workspace, preparing area for next shift members.

Education

Customer Service Skills Certificate | MCTC | Minneapolis, MN2016

Shift Management Certificate | Taco Bell | Minneapolis, MN2011

High School Diploma | Roosevelt High School | Bloomington, MN2006

6. General Formatting.

Font—Keep the font the same throughout, something easy to read like Calibri and size 10-12. You can make it **bold** or *italicize* it to make certain content stand out. Keep the colors to black and white so it's easy to read/scan.

Layout—Make sure the resume looks full, but not too full. Margins can be 1/2—1 inch. Stick to no more than 2 pages.

Content— Many employers use ATS (Applicant Tracking Systems) to scan resumes, make sure yours stands out by changing the resume for each job you apply to and use the **keywords** that the employer uses in the job posting on your resume!

Employers want to know "WIIFM" - What's in it for me? They want to know what you have to offer them, how you can make them money, save them money, and help them reach their goals.