



# Powerful Resumes

The goal of a resume is to get an interview.

## Your resume must:

- ✓ Connect to an employer in less than 10 seconds.
- ✓ Connect your expertise and skills to the job.
- ✓ Be well organized, appealing and provide insight into your capabilities.
- ✓ Have strong visual appeal.
- ✓ Have a clear message and show direction.
- ✓ Be perfect in spelling, grammar, punctuation, verb tense.
- ✓ Be consistent in wording and format.
- ✓ Be current—no more than 15 years in the past unless you were in a recent position longer.

[See reverse side for an example.]

## RESUME TIPS

### NAME

ADDRESS (OPTIONAL) • E-MAIL ADDRESS • PHONE (PREFERABLY CELL)

[Name should be bold, at the top of the page. Complete information assures an employer can contact you.

\*\* Include your name and contact information at the top of additional pages.\*\* Voice message and e-mail address should have a professional demeanor.]

### SUMMARY OF QUALIFICATIONS:

- Use keywords from the position description that match your skills and accomplishments.
- Sell yourself; summarize your accomplishments that would be valuable to the employer.
- Focus on your **transferable skills**, give examples of your experiences the employer requires.
- Every point must be proven within the resume itself.

### EXPERIENCE: [demonstrate how you “added value” to an organization]

**Organization Name**, job title, participation/employment dates and location. Include volunteer positions, if you were performing professional skills.

**Description of the work performed**; not just a list of tasks. Formulate each descriptive bullet point, including a strong **Action Verb + Task + Outcome or Value or Measurement**.

**Emphasize skills used**, knowledge gained, contributions, accomplishments, responsibilities.

**Include those specific skills** you have which are included in the position description.

**Include transferable skills** you have gained, such as: written and verbal communication, leadership skills, problem solving ability and analytic thinking.

**Allot more space** to those experiences most closely related to the position you are seeking.

### ADDITIONAL SKILLS:

Summarize work related skills, including: languages, computer or office skills, licenses, certifications, publications and presentations.

### VOLUNTEER/ACTIVITIES (IF NOT INCLUDED UNDER “EXPERIENCE”):

It could be important to provide information regarding your interests, if they demonstrate growth in professional skills, such as: officer or leadership positions, projects implemented, committees chaired, athletic teams coached.

### EDUCATION AND TRAINING:

Institutions are listed in reverse chronological order (date is not necessary). Only specify major and minor fields of study, if necessary. Include current credentials and licenses, if applicable, and recent training opportunities.

### REFERENCES

**Do not include** "References Available On Request" in your resume. However, be sure to have a list of references ready as a separate document; see References Tip Sheet.

**RESUME EXAMPLE (CUSTOMER SERVICE REPRESENTATIVE)****MARIE BLAZER**

4132 Davis Drive (Optional)  
 Phillipsburg, IL 24808  
 E-mail: mblazer@sabrefs.com  
 Cell: (681) 432 - 8761

**CUSTOMER SERVICE REPRESENTATIVE****QUALIFICATIONS SUMMARY:**

- Proven record of retaining existing customer base by satisfying customers' concerns quickly and completely, expanding the business through satisfied customers and referrals.
- 10+ years experience in a Call Center environment.
- Proficient in Windows 7 and MS Office, including Word and Excel.
- Highly motivated, self-starter, with a strong work ethic.
- Expertise in communicating solutions to others.
- Ability to quickly learn internal systems and follow established guidelines.

**EXPERIENCE:****Alta Products**, Phillipsburg, IL

2009-2015

***Customer Service Representative***

- Key contributor to the development of a cross-training program that resulted in more effective use of resources.
- Utilized internal systems such as AS400 I Web I CRM to find answers.
- Handled complaint resolution competently by demonstrating the ability to openly listen, ask clarifying questions, relate empathetically and respond in a professional way.
- Quickly interpreted customer, product and shipment information and demonstrated strong customer service skills while on the phone.
- Continuously improved skill sets by gaining knowledge of internal systems and by completing on-line learning courses that prepare representatives for handling more complex tasks.

**RHM Foods**, Charleston, IL

2001-2009

***Client Services Representative***

- Assisted in training new Client Service Representatives resulting in higher retention rates.
- Handled customer questions, complaints, and billing inquiries with the highest degree of courtesy and professionalism to resolve customer issues with one call resolution.
- Offered alternative solutions where appropriate with the objective of retaining customers' business.
- Handled business transactions in connection with activation of new customer accounts on a computer terminal.
- Communicated with customers using web-based tools and demonstrated the associated proficiency in typing and grammar.

**EDUCATION AND AWARDS:****Grandell High School**, Addison, IL

Graduate

Community Leadership Award, Phillipsburg, IL

2008

Recognition Award for Outstanding Customer Service, RHM Foods

2003, 2007