

Creating a Resume

Creating a resume involves showcasing your skills, experience, and qualifications in a clear and concise manner. Here's a step-by-step guide on how to create an effective resume:

Contact Information:

- Include your full name, phone number, email address, and LinkedIn profile. (if applicable).
- Optionally, include a professional-looking address.

Choose the Right Format:

- **Chronological:** List your work experience in reverse chronological order (most recent job first).
- **Functional:** Emphasize your skills and qualifications rather than focusing on your chronological work history.
- **Combination/Hybrid:** Blend elements of chronological and functional formats.

Resume Summary/Objective: (Optional)

- Write a brief statement highlighting your career goals and key qualifications.

Skills:

- List relevant skills related to the job you're applying for.
- Mention any languages or technologies you are proficient in.

Education:

- List your educational background in reverse chronological order.
- Include the degree earned, institution, graduation date, GPA (if 3.0 or above) and any honors.

Work Experience:

- Include job titles, companies, locations, and bullet points of key accomplishments for your most recent roles.
- Researching previous job descriptions can serve as a reference for past job duties and roles.
- Use action verbs and quantify your achievements when possible (e.g., "increased sales by 20%").

Certifications/Projects and Achievements/Volunteer Experience/Awards and Honors:

- Include any relevant section(s) above to highlight your accomplishments.

Tailor for the Job:

- Customize your resume for each application by emphasizing the most relevant skills and experiences.

Proofread:

- Check for typos and grammatical errors to ensure a polished final document.

Save in a Common format:

- Save your resume as a PDF to ensure it maintains formatting across different devices.

Remember: Your resume is a dynamic document, and you should update it regularly to reflect your latest achievements and experiences.

Business Beth

careerservices@southmountaincc.edu | 602-305-2308 | linkedin.com/in/BusinessBeth

Skills

Languages: Fluent in Spanish

Technical Skills: Microsoft Suite, Google Analytics, Microsoft Excel, SIS Data Entry

Education

Associates of Arts in Communication,
South Mountain Community College, Phoenix, Arizona

May 20XX
GPA 3.72/4.00

Academic and Leadership Experience

Human Resources Intern, Vanguard, Phoenix, Arizona

January 20XX - Present

- Create a company survey using Qualtrics to gauge employee satisfaction and use responses to improve customer service practices.
- Provide weekly updates and concerns from customers to team members via Zoom and Outlook resulting in increased customer retention rates by 60%.
- Assist with payroll, paid time off, and absence requests using HCM to ensure accuracy amongst staff.

Vice President, Hispanic Business Students Association, South Mountain Community College

April 20XX – Present

- Develop an agenda with 4 other officers on a weekly basis to organize meetings for student members and keep 150 club members on task.
- Communicate with employers such as Wells Fargo, McCarthy and Intel Corporation to connect members with 50 internships and job opportunities prior to graduation.

Academic Projects

Introduction to Management Communication: SMCC 300

Spring 20XX

Collaborated with classmates to present a mock report detailing the total revenue, product revenue, service revenue, and net margin of the company.

- Utilized Microsoft Office and analytics software to create a marketing dashboard increasing service productivity by 25%.
- Delegated responsibilities to group members based on team members' strengths and interests, creating a streamlined approach to services offered.
- Presented findings with teammates using research-based articles to support work, enabling the team to make effective business decisions regarding services.

Work Experience

Cougar Career Peer, South Mountain Community College, Phoenix, Arizona

February 20XX-May 20XX

- Ordered and distributed 400 brochures to keep students informed about career services.
- Increased social media marketing on multiple platforms resulting in 40% more engagement.
- Managed content for digital display by uploading timely information increasing student participation at events.

Server, Sun Asian Kitchen, Phoenix, Arizona

April 20XX – November 20XX

- Trained new employees on the responsibilities of the position to ensure smooth operations.
- Provided high-quality customer service to more than 100 guests per day, working with other team members to create an excellent dining experience and ensure return visits.

(Part-Time Sample Resume)

Ima Student

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Summary

Highly motivated first-year student majoring in Communications with a strong background in cross-cultural communication seeking a Desk Assistant position with University Housing.

Education

Associates of Arts in Communications
South Mountain Community College, Phoenix, Arizona

May 20XX
GPA 3.79

Experience

Private Tutor, Mesa, Arizona

April 20XX – Current

- Provide one-on-one and group tutoring in the subjects of Math, Science and English.
- Effectively communicate with 15 students regarding their academic needs.
- Utilize feedback from students to update instruction with best practices to ensure students are receiving the best information.

Volunteer, St. Mary's Food Bank, Phoenix, Arizona

August 20XX – Present

- Distribute food and water to the homeless shelter in Phoenix, Arizona.
- Enhance the overall sustainability of campus by assisting with the community garden harvest.
- Collaborate with 20 other students during the weekends to help distribute fruits and vegetables to the public.

Swimming Instructor, Mesa Community Center, Mesa, Arizona

August 20XX – July 20XX

- Instructed groups of 10 students, ages ranging from 7-18, about swim safety and techniques.
- Led structured practices to help students build confidence and skills.
- Support lead instructor with administrative duties relating to coordinating practices, record-keeping, and communicating progress to parents and family members.

Skills & Certifications

Technical Skills

Proficient in Microsoft Office 20XX
Intermediate Spanish speaker, writer

Certifications

CPR Certification
Expiration: January 20XX
First Aid Certification
Expiration: February 20XX

RESUME ACTION VERBS

Use the present tense of verbs for jobs you are still doing (e.g. create)

Use the past tense of verbs for jobs you had in the past (e.g. created)

Achievement

accelerated
accomplished
achieved
activated
attained
competed
earned
effected
elicited
executed
exercised
expanded
expedited
generated
improved
increased
insured
marketed
mastered
obtained
produced
reduced
reorganized
reproduced
restructured
simplified
sold
solicited
streamlined
succeeded
upgraded

Help/Teach

advised
clarified
coached
collaborated
consulted
counseled
educated
explained
facilitated
guided
instructed
modeled
taught
trained
tutored

Administrative

arranged
channeled
charted
collated
collected
coordinated
dispensed
distributed
established
executed
implemented
installed
maintained
offered
ordered
outlined
performed
prepared
processed
provided
purchased
recorded
rendered
served
serviced
sourced
supported

Lead/Manage

acquired
administered
approved
assigned
chaired
contracted
controlled
decided
delegated
directed
enlisted
governed
handled
initiated
instilled
managed
motivated
recruited
retained
reviewed
selected

Communication

addressed
arbitrated
articulated
briefed
communicated
conducted
contacted
conveyed
corresponded
delivered
demonstrated
edited
entertained
interviewed
informed
lectured
mediated
negotiated
persuaded
presented
promoted
proposed
publicized
reported
represented
responded
suggested
translated
wrote

Plan/Organize

allocated
anticipated
arranged
catalogued
categorized
classified
collected
consolidated
convened
edited
eliminated
employed
grouped
monitored
planned
regulated
scheduled
structured

Creative

authored
changed
conceived
constructed
created
developed
devised
drafted
established
formulated
founded
illustrated
influenced
introduced
invented
launched
originated
revamped
revised
staged
updated
visualized

Research/ Analytical

assessed
compared
critiqued
defined
derived
detected
determined
discovered
evaluated
examined
explored
found
inspected
interpreted
investigated
located
measured
observed
rated
recommended
reviewed
searched
studied
surveyed

Financial

allocated
analyzed
appraised
audited
balanced
budgeted
calculated
compiled
computed
controlled
disbursed
estimated
figured
financed
forecasted
projected
reconciled
tabulated

Technical

adapted
adjusted
applied
built
computed
constructed
designed
diagnosed
engineered
experimented
maintained
modified
operated
prescribed
programmed
proved
reinforced
repaired
resolved
restored
solved
specified
systematized
tested