

# Creating and Updating a Resume

## **What is the purpose of a resume?**

A resume is a clear, concise, easy-to-read picture of your history as it relates to employment qualifications. This can include education, work history, volunteering or other activities, as well as awards earned. An employer may be reviewing many resumes for one position, make sure he or she can easily see your qualifications at a quick glance.

## **What information should go into a resume?**

1. **Header** – your name, address, email and phone number should all be at the top of the page. Your name should stand out and they should know how to contact you, even if they only have your resume.
2. **Education** – If your education relates to the job in any way, include this at the top, above your work history. If it does not relate in any way, it can either go above or below your work history.
3. **Work history** – List your jobs chronologically with the most recent first. If you prefer, you can put the most relevant job first, even if it is not the most recent. If you have a long work history, you can only list the most recent and/or most relevant jobs.
4. **Activities and Awards** – Include an area to list your volunteer experience, organization involvement, and awards or achievements. If you do not yet have any of these things, leave this section out of your resume, and watch for opportunities to get involved in these resume-building activities.
5. **Templates** – You may find templates online or in Microsoft Word, and you can use these to create a new resume. Keep in mind, however, that it can be difficult to edit the structure of the resume or to make changes to content in the future. It may be easiest to create a document yourself that you can change and improve every few months.

*\*This document is available in alternative formats to individuals with disabilities by calling 218-733-7650 or emailing [studentaccessibility@lsc.edu](mailto:studentaccessibility@lsc.edu).*

## Website resource for help with resumes:

- LSC Career Services  
Resume Guide  
[www.lsc.edu/careerservices](http://www.lsc.edu/careerservices)
- DEED – MN Department of Employment and Economic Development  
<https://mn.gov/deed/job-seekers/job-guide/resumes-letters/>

Includes ideas for process and formats to help you create your resume.

- Learning Express

[www.lsc.edu/](http://www.lsc.edu/)

Click on *Current Students* then *Library*. Under *Find Articles* click *Search Databases*. Find *Learning Express* on the list of databases. As an LSC student, you can register for an account for free.

The *Job & Career Accelerator* has a Resume Builder tool that will help you format your resume.

**The following pages list additional tips, ideas for “Resume Action Words” and resume samples.**

# 10 Tips to Build the Perfect Resume

What's a perfect resume? It's a resume that opens doors, gets you noticed during your job search, attracts interviews, and ultimately gets you hired! While every resume is unique, follow these resume building tips to make sure that yours is as close to perfect as it can be.

**1. Review sample resumes.** Don't copy another person's resume or try to make your background fit into an arbitrary resume template. However, looking at great resume examples will give you ideas, solutions, and inspiration for your own resume.

**2. Start with a goal.** It's impossible to write a resume that's clear, powerful, and sharply focused if you don't know what kind of job you're looking for. Decide what you ideally want to do, and write a resume for that position. Chances are, it will be perfectly useful for other, similar positions as well.

**3. Showcase your success stories.** The personal accomplishments that you feature in your resume are what make it unique, interesting, and memorable. Choose achievements that relate to your goal and demonstrate your professional skills.

**4. Get organized.** We've all seen examples of resumes that lack consistency in design, coherence in structure, and clarity in format. Don't let your resume be one of these bad examples! Organize your material before you write. Arrange similar information in the same way to help your readers understand your background and qualifications.

**5. Highlight your job titles.** In most cases, the position you held is more meaningful than the company where you worked, so don't let those good titles get lost on your resume. Bold type, all caps, small caps, or slightly larger types are good options to consider when presenting your job titles.

**6. Emphasize what's important.** If all of your experience has been in low-level jobs unrelated to your current career goals, then it doesn't make sense to highlight those job titles. Instead, call attention to projects you've completed, leadership roles you've held, volunteer work you've done, or other meaningful activities that will let an employer understand the value you offer.

**7. Dig deep to find results.** Job searching today is intensely competitive, and your resume may be all you have to capture an employer's attention. You can make your resume stand out by including the specific, measurable results of your jobs, projects, and activities. Precise numbers and concrete outcomes will distinguish you from the pack of job seekers who write bland, generic resumes.

**8. Be creative.** Looking at resume examples and using a tool like the [Resume Builder](#) are great ways to get started writing your resume, but don't be afraid to bend the rules just a bit to make your resume as unique as you are.

**9. Take the time to get it right.** Employers consider your resume to be an example of your very best work. It's not something you can dash off at the last minute. Invest the time necessary to produce a top-notch document—write thoroughly, edit extensively, and proofread obsessively.

**10. Get help with your resume.** No need to go it alone! The [Resume Builder](#) makes creating a professional resume easy. It walks you through each step and provides help for each section of the resume. Once you have your resume written, ask people you respect for their opinions. Find a mentor in your field who can coach you on resume writing, interviewing, job searching, and getting ahead in your career. Most of all, understand that you're likely to change jobs 10 or more times in your career, so learning now to write the perfect resume will prepare you for every change that's sure to come in the years ahead.

Source: <http://www.learningexpresshub.com/jobandcareeraccelerator/guidance/create-strong-resumes-and-cover-letters/10-Tips-to-Build-the-Perfect-Resume>

## Resume Action Words

These are examples for words that can help you describe what you've accomplished through your work experience.

|              |              |              |
|--------------|--------------|--------------|
| Advanced     | Formulated   | Recommended  |
| Assigned     | Generated    | Refine       |
| Assessed     | Guided       | Revamp       |
| Absorbed     | Granted      | Reacted      |
| Accelerated  | Helped       | Retained     |
| Attained     | Hosted       | Recovered    |
| Attracted    | Implemented  | Reinstated   |
| Announced    | Investigated | Rejected     |
| Appraised    | Increased    | Sustained    |
| Budgeted     | Initiated    | Skilled      |
| Bolstered    | Influenced   | Saved        |
| Balanced     | Integrated   | Scheduled    |
| Boosted      | Innovated    | Supported    |
| Bargained    | Instituted   | Secured      |
| Benefited    | Justified    | Simplified   |
| Beneficial   | Listed       | Screened     |
| Comply       | Logged       | Segmented    |
| Critiqued    | Maintained   | Streamlined  |
| Closed       | Mentored     | Strengthened |
| Collaborated | Measured     | Triumphed    |
| Designed     | Multiplied   | Troubleshoot |
| Delegated    | Negotiated   | Taught       |
| Demonstrated | Observed     | Tutored      |
| Developed    | Operated     | Translated   |
| Detected     | Obtained     | Trained      |
| Efficient    | Promoted     | Uncovered    |
| Enhanced     | Presented    | United       |
| Excelled     | Programmed   | Unified      |
| Exceeded     | Provided     | Updated      |
| Enriched     | Projected    | Upgraded     |
| Fulfilled    | Qualified    | Validated    |
| Financed     | Quantified   | Viewed       |
| Forecasted   | Quoted       | Worldwide    |

**Amanda Student**  
123 College Street, Duluth, MN 55804  
555-555-555 e: [amandastudent@school.edu](mailto:amandastudent@school.edu)

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**EDUCATION:**

Media Studies and Production Diploma Anticipated May 2021  
Lake Superior College, Duluth MN  
Current GPA 3.53/4.00

**EXPERIENCE:**

**Shift Supervisor / Trained Barista** Sept 2019 - Present  
123 Coffee Shop | State College, PA

- Trained new employees, opened and closed store, handled total sales, built satisfied customer relationships
- Awarded Best Customer Service five consecutive times

**Summer Intern** June 2019 - Aug 2019  
ABC Communications | New York, New York

- Partnered with design intern to create and execute two sell sheets, one print ad, and one postcard
- Created and presented collaborative intern campaign to entire agency and founders of organization
- Awarded Best Campaign of competing teams
- Wrote radio script submitted with campaign proposal and assisted in other writing assignments

**Server, Hostess, Expeditor, Busser** May 2016 - Sept 2018  
321 Restaurant | Washington, D.C.

- Created customer base and close relationships with patrons of restaurant
- Provided prompt service while taking orders, serving food and closing the check
- Served over 75 customers per shift

**AWARDS AND ACHIEVEMENTS:**

- Dean's List - Fall 2019, Spring 2020
- Awarded Best Advertising Campaign Proposal for A Foundation, ABC Communications, Summer 2019
- Member of Media Studies and Production Club, Lake Superior College, Spring 2019 to present

**John Applicant**  
123 Main St. Duluth, MN 55811  
John.Applicant@email.com



## **EDUCATION**

**Lake Superior College** – Duluth, MN, May 2021

- Business Administration, Associate in Science, Overall GPA: 3.32/4.0
- Dean's List 2019-2020

## **SKILLS**

- Organization
- Interpersonal Communication
- Teamworking Skills
- Problem-Solving & Critical Thinking
- Flexible & Adaptable
- Computer Proficient

## **BUSINESS AND RELATED EXPERIENCE**

*Assistant Consultant*

*July 2018 – Sept 2018*

Johnson Studios, Marketing Consulting Firm – Stamford, CT

- Analyzed private education market; research allowed firm expansion in three new metros
- Researched media buying for two clients using databases, telephone surveys, and competitor data

*Editor-in-Chief*

*June 2016 - June 2018*

College Newspaper – Duluth, MN

- Increased budget in real terms by over \$1000 while increasing print run over 12-month period
- During first three months of leadership, increased budget by 40% by securing additional school funding and initiating successful alumni fundraising drive
- Launched daily-updated web-site

*Caller for Non-Profit College Fund*

*June 2015 - July 2015*

The School Fund – Duluth, MN

- Raised over \$2400 dollars in seven-week period
- Lead caller in two categories of reluctant alumni donors

## **ADDITIONAL INFORMATION**

*Computer:* Proficient in Microsoft Office

*Freelance Columnist:* Featured on sites such as: City Paper, Local Magazine

*Business Writer:* Have written promotional material and copy for Acme Associates and Johnson Studios

# Sally S. Smith



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123.456.7890 • Los Angeles, CA 90001 • sallysmith@gmail.com • www.linkedin.com/in/sallysmith

## PROFESSIONAL SUMMARY

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Reliable, energetic and resourceful customer service professional with over five years of experience resolving customer complaints and promoting conflict resolution. Expertise in client services, account management and relationship-building.

## WORK EXPERIENCE

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**Customer Service Representative**  
Corporation XYZ - *Happy Town, ST*

July 2017 - PRESENT

- Promptly respond to customer enquiries in person or via phone, email, mail or social media.
- Quickly and efficiently open customer accounts by accurately recording account information.
- Maintain financial accounts by processing customer adjustments in a professional manner.
- Increased customer base by 30% during the year 2018 due to the delivery of quick service.

**Telephone Sales Representative**  
Business LMNOP - *Springville, ST*

February 2015 - July 2017

- Received 97% satisfaction rating from customers after completed phone or video call.
- Kept records of customer interactions, processed customer accounts and filed documents.
- Collaborated with team to quickly resolve customer complaints with appropriate action.
- Effectively managed approximately 100 incoming calls daily.

**Front Desk Clerk**  
Organization QRS - *Sunny Town, ST*

March 2013 - February 2015

- Created and maintained office forms and procedures to assist with administrative tasks.
- Took orders, determined charges, and oversaw billing and payments.
- Greeted and welcomed clients with a warm, friendly and positive attitude.
- Coordinated the repair and maintenance of office supplies and equipment.

## EDUCATION

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**Bachelor of Arts – Communications** - *ABC College, Cheerful City*

Expected Graduation - May 2020

## PROFESSIONAL SKILLS

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- Mastery of Microsoft Office programs (Word, Excel, PowerPoint)
- Comfortable working in both Microsoft Windows 10 and Mac OS X.
- Excellent communication skills with a focus on team-building and customer relations.
- Outstanding organizational, multitasking, and problem-solving abilities.

## VOLUNTEER EXPERIENCE

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### **Habitat for Humanity** - *Non-Profit Organization*

May 2018 - PRESENT

- Volunteer laborer restoring a 12-home community.
- Supervised three teams of five people to ensure successful completion of project.

### **Big Brothers Big Sisters** - *Youth Mentoring Organization*

January 2017 - January 2018

- Worked as a volunteer youth mentor to empower and support children.
- Developed productive after school activities for young adults to reinforce positive learning.

## AWARDS AND HONORS

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### **Dean's List** - *ABC College*

December 2017 and May 2018

- Completed 12 or more letter-graded units during the quarter with a 3.7 GPA.
- Worked closely with professors and academic advisors to complete assigned tasks and activities.

### **Outstanding Customer Service Award** - *Corporation XYZ*

October 2015

- Recognized for outstanding service to clients and dedication to fellow employees.

## PROFESSIONAL MEMBERSHIPS

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- Professional Customer Service Association (August 2018 – present)
- American Society for Personnel Administration (October 2017 – present)
- Freshmen Communications Academic Council (2017 – 2018)

## LANGUAGE COMPETENCIES

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- English: native language
- Spanish: fluent (speaking, reading, writing)
- French: intermediate (speaking, reading); basic (writing)