



Your resume is a written compilation of your education, work experience, credentials, and accomplishments. Most jobs require applicants to submit a resume and cover letter as part of the application process. In many cases, your resume is the first document a hiring manager will look at when reviewing your application. The goal of your resume is to get called for an interview. Therefore, it's important to put time and effort into developing and maintaining an updated, accurate resume.

Writing a Resume 101

1. What information you should include

If you've never written a resume before, don't worry! Start by creating a list of the following:

- All the jobs you've ever had – include “under the table” jobs
- Any volunteer experiences you've had
- All the clubs, sports, committees, groups, activities, church groups, etc. you've been involved in
- Any leadership roles you've had
- Education, trainings, certifications, licensures
- Skills, e.g., computer, technical, language
- Honors, awards, recognition

As you put together your resume you might not include everything that you came up with during this brainstorm, and that's as it should be. Your resume should be a collection of your most recent, relevant, and important experiences and achievements.



If you are having trouble getting started, consider completing the ***Taking Inventory Worksheet***. This worksheet will help you brainstorm and reflect on a variety of areas related to your employment experience and skills

2. Organizing the information

Next, figure out how you're going to organize all this information. Consider what type of resume might be best for you. There are two main types of resumes: chronological resumes and skills-based resumes (sometimes called functional resumes). A hybrid resume includes elements of both types.

Though you could have a “pure” chronological resume or a “pure” skills-based resume, most people have a resume that fall somewhere on the spectrum. For example, a resume that’s mostly chronological but has a brief skills summary at the top, or a resume that’s mostly skills-based, but has a brief list of employment history at the bottom.

A chronological resume might be a good choice for you if...

- You have a strong work history (e.g., no large gaps between jobs and 1+ years at most employers) Resume Guide 2
- AND your work history is relevant and applicable to the job you’re applying to

A hybrid resume might be a good choice for you if...

- You want to highlight your relevant skills, rather than your work history
- You want to organize your relevant skills and experience for a potential employer
- Your work history is not as relevant to the job you’re applying to (e.g., if you’re changing industries)
- You still want to include your work history to show you have some experience

A skills-based resume might be a good choice for you if...

- You want to highlight your skills
- You have no work history, or your work history doesn’t look good (lots of short-term jobs, gaps between jobs)

3. Create bullet points that pop!

Whatever type of resume you’re going to use you’ll need to write bullet points. The bullet points in your resume are not just a regurgitation of your job description, or a list of your job duties. If they are, it’s a missed opportunity.



Tip: Make your bullet points strong by following this formula:

What you did + How you did it + The results/what you accomplished

Tips for describing past work experiences and skills:

- Use numbers, quantifiers, and descriptors
- Who, what, when, where, why, & how
- What tools or technology did you use?
- More than just your job description, how did YOU do the job?
- What did you accomplish? What did you help the team accomplish?
- Make it juicy, make it interesting! Can the reader picture what you did?
- Save space by only listing the most important, relevant, and impressive tasks. For example, if you managed an office, you don’t need to include that you made photocopies.

Examples:



- Made sandwiches to order as part of a 5-person team fulfilling 300+ orders during each lunch rush.”
- Answered an average of 50 phone calls per day ensuring callers were quickly connected with their party



- Made sandwiches to order
- Answered phones

4. What not to include

We have talked about what to include in your resume. Below are a few things you should **NOT** include:

- ✗ An objective: this has become outdated
- ✗ “References Upon Request” is assumed, no need to state it or include in your resume
- ✗ Hobbies or personal activities
- ✗ Personal information (picture, age, race, religion, sexuality, etc.)
- ✗ Complete home address (only include city and state to reduce potential for bias)
- ✗ Work or volunteer experience that is not relevant to the position to which you are applying
- ✗ Work experience more than 20 years old
- ✗ Education-related dates (to reduce potential for bias) unless relevant for application

5. Resume Fonts

To look professional, there are several fonts that are used widely in resumes.

- Times New Roman
- Arial
- Calibri
- Cambria
- Georgia
- Verdana
- Garamond
- Trebuchet MS

Additionally, some employers use an Applicant Tracking System (ATS). An ATS is software for recruiters and employers to track candidates throughout the recruiting and hiring process. Once you upload your resume, it reads your skills, job history and experience. To ensure your resume is read correctly, there are several fonts that are readable to an ATS.

Traditional Fonts That Are Readable to Applicant Tracking Systems

Georgia	Times New Roman
Garamond	Tahoma
Gill Sans	Verdana
Arial	Helvetica
Cambria	Calibri

WWW.CAREERCONTESSA.COM

6. Final thoughts

Your resume shouldn't be an exhaustive list of everything you've ever done. It should only be what's important for this potential employer to know.

Ask yourself: Is it relevant? Is it recent? Is it impressive?

Keep your resume to 1 page. If you've been in the workforce for over 10 years, you may expand to two pages but seriously consider if everything you want to include is either relevant, recent, or impressive.

A good rule to follow is to include only about 10 years of work history, anything older than 10 years is ancient history... unless it is included because it is specifically relevant to the job you're applying for.

Leave plenty of blank space so it's easy to read. Bullet points, not paragraphs. And feel free to be creative in its appearance.

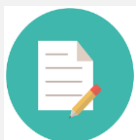
7. Resume Examples

What follows are some examples of real resumes of Vermont Works for Women participants, with names and identifying details changed. They aren't perfect, but you can get a feel for what a successful resume might look like.

Selena Meyer is applying for a bookkeeping job. She used a chronological resume but categorized her experience as "Bookkeeping and Administrative Experience" and "Other Professional Experience" so that her bookkeeping and administrative jobs would be the first thing an employer would read. Another way to do this would be to label your first section as "Relevant Experience" and, if necessary, have another section labeled as "Other Experience." This way if your most recent work experience isn't relevant to the job, you're applying for you can still list it so there isn't a gap in your work history, but the first thing the employer sees is your relevant experience.

Both Ethel Beaver and Mary Louise Kelley use a hybrid resume format, categorizing their extensive experience to create a clear picture of what their skills are. Note the specificity of their bullet points. Mary Louise used a tagline (vs. an objective) at the top of her resume, as well as a Highlights of Qualifications section to showcase her areas of expertise.

Finally, Arianna Baldwin's resume shows how a hybrid resume can serve someone who has a choppy work history but who still has a lot of skills to offer an employer. Instead of focusing on where she'd worked, Arianna's resume emphasizes the values, qualities, and characteristics that she will bring to a job.



To get started on a skills-based resume, please view the ***Vermont Works for Women Skills-based Resume Template***. This template will give you an outline to document your skills and experience in a resume format. Also visit ***Skill Headings and Categories for Functional Resumes*** for skills and experience categories with corresponding action verbs.

Selena Meyer

(802) 555-6163 • SelenaMeyer00@email.com

– Bookkeeping and Administrative Experience –

Bookkeeper (QuickBooks) 2015-2018

Great Idea, LLC, Colchester, Vermont

- Responsible for financial administration and management of small business including payroll, withholdings, quarterly filings, reconciliation, accounts payable, and invoices.

Assistant Program Support, Latinx Studies Outreach Program 2013

University of Vermont, Burlington, Vermont

- Coordinated stays of visiting teachers from Spanish-speaking countries.
- Ordered publicity materials and coordinated mailings.
- Maintained Word documents and Excel spreadsheets with contact information.

Office Assistant (Volunteer) 2012-2013

Milk with Dignity, Burlington, Vermont

- Data entry of donor information
- Responsible for purchasing office supplies
- Document translations from Spanish to English

Real Estate Broker Associate 2004-2005

Prestige Real Estate, Santa Fe, New Mexico

- Perform bilingual real estate service in English and Spanish.
- Coordinated properties and central office A/P Information.

– Other Professional Experience –

Host, cashier, and server 2018-present

Long Horn Steakhouse, Williston, Vermont

- Responsible for handling customer cash and credit card transactions.
- Phone and in-store customer service.

– Education and Certifications –

QuickBooks Online ProAdvisor Program 2017

Financial Accounting and Computerized Accounting (QuickBooks) coursework 2014-2015

Community College of Vermont, Winooski, VT

New Mexico Real Estate License 2003

ACI Real Estate Academy, Santa Fe, New Mexico

Bookkeeping and Administrative coursework 1995

Mexico City Commercial Institute, Mexico City, Mexico

– Professional Skills –

10-Key: 15540 kph with 100% accuracy.

Typing: 43 wpm.

Spanish Language: Native speaking, reading, and writing

Ethel Beaver

Bristol, VT | 802-555-5800 | ethelbeaver@email.com

Office Management

- 10+ years of office administration, executive assistant, and receptionist experience
- Recognizes ways to organize an office to increase efficiency and reduce costs
- 'Soup to nuts' work ethic, willing to step into any role
- Ability to communicate effectively with people of diverse personalities and diverse backgrounds
- High attention to detail as required in a medical record setting and at an engineering firm
- Coordinated office move to a new, larger space ensuring no interruption in business
- Prepared confidential client files for storage, maintaining accuracy of client identification and classification
- Coordinated small and large-scale scanning projects for purging and archival purposes

Events

- Organized all logistics for annual 2-day client conference with 125+ international attendees
- Completed out-of-state travel arrangements for company staff
- Ran table at the annual Women Can Do! young women's trade and STEM conference

Technology

- Extensive database experience including mailing lists, HEMS – the database used by UVM Medical Center to track electronic equipment, and PRISM – an electronic medical records program
- Accurate and fast typist, adept at data entry and technical typing, including complex and technical water engineering plans and contracts, and medical records and reports
- Experience scanning documents using NextImage and Papervision software Medical
- Managed medical records with 100% patient confidentiality and in compliance with HIPAA
- Knowledge of medical terminology
- Ability to maintain accuracy and efficiency under pressure, as shown by retrieving and delivering stat requests for medical records to ER, surgery, and Labor and Delivery

Professional Experience

Spherion	Multiple placements at UVM and the State of Vermont	2011-2013, 2017
Paul Frank & Collins	Office Assistant	2015-2017
Porter Medical Center	Customer Service Representative	2014
SecurShred	Scanner/Prep Worker	2013-2014
Springfield Hospital (MA)	Medical Records Tech II	2002-2007
Insurance Research Solutions, Inc.	Executive Assistant	1989-1997

Education

Associate Degree, Business Administration Community College of Vermont (CCV), Winooski, VT

Mari Louise Kelley Charlotte, VT • 802-555-1999 • MLKelley@email.net

Animal health professional with over 20 years of experience, ready to help grow your brand.

HIGHLIGHTS OF QUALIFICATIONS

- * 20 years of sales and marketing in animal health industry
- * Over 15 years of experience organizing events, seminars, and trade shows
- * 10 years of inside sales and customer service
- * Experienced educational instructor and public speaker
- * Strong business development skills

RELEVANT EXPERIENCE

SALES and MARKETING

- * Identified and targeted key prospects: retailers, distributors, and industry professionals
- * Developed and coordinated radio and print advertising and social media
- * Coordinated and attended regional and national trade shows
- * Designed marketing materials, brochures, plan-o-grams, and merchandising

DATA MANAGEMENT and INVENTORY ANALYSIS

- * Coordinated annual inventory audit and competitive product analysis
- * Management of inventory, purchases, pricing, and P&L of products
- * SKU rationalization: discontinuation of low sale items and addition of new products
- * Implemented new product coding structure to aid in inventory control
- * Analyzed product sales patterns to coordinate purchasing for optimum profit

SUPERVISING and TEACHING

- * Developed and taught curriculum for college-level nutrition course in Equine Studies Program
- * Conducted product training at distributor, store, and consumer levels
- * Mentored team members in territory planning, sales strategy and product education
- * Supervised staff of six employees

TECHNOLOGY

- * Assisted in the development of a min/max ordering and sales forecasting system
- * Microsoft Office (Word, Excel, PowerPoint, Outlook) and CRM databases
- * Created and delivered PowerPoint presentations for training and educational seminars

EMPLOYMENT HISTORY

2015-present	Owner	Acme Sales Associates, LLC, Georgia, VT
2014 - present	Equine Nutrition Instructor	University of Vermont, Burlington, VT
2006-2015	Territory Sales Manager	Indigo Animal Feeds - VT, NH, NY and QC
2004-2006	East Coast Sales Manager	The Carmen Corporation, Temecula, CA
2002-2004	Territory Sales Manager Indigo	Animal Feeds – MA, CT and RI
1998-2002	Supervisor Customer Service	W.F. Young, Inc., Newton, MA
1994-1998	Inside Sales Representative	VetriScience Laboratories, Essex Jct., VT

EDUCATION

BA, Professional Studies - Business Focus Castleton State College, Castleton, VT

Arianna Baldwin

abaldwin1994@gmail.com • 802-403-2000
Essex, VT

Skills Summary

- Fast, efficient, and accurate worker
- Takes pride in work, no matter what the work is
- Reliable and punctual team member
- Open to feedback and suggestions of how to improve
- Vigilant about following instructions exactly

Production

- 3+ years' production experience doing molding and assembly
- Top producer for department, always earned daily bonus for reaching highest quota
- Eye for quality assurance, spots imperfections quickly
- Finds ways to do task most efficiently while maintaining accuracy
- Skilled at working a variety of machines
- Industrious, likes to be productive and always finds something to work on

Food Service

- Provides excellent customer service, understanding that customer satisfaction is the highest priority
- Quickly promoted to shift lead and assisted in training new staff
- Worked fast-food drive-through, which required taking orders quickly and accurately
- Experienced at running a cash register
- Values a clean, stocked, and orderly workplace
- Able to multitask, such as taking and making orders simultaneously

Cleaning

- Keen on detail, remembers all the little details that are easy to forget
- Not satisfied until the job is done
- Experienced with using industrial cleaning machines including waxer, buffer, backpack vacuum cleaner, and large floor sweeper
- Establishes routines to maximize efficiency
- Conscientious of how to clean around people respectfully

Employment

Cashier	Dunkin Donuts	Brattleboro, VT	2017
Assembler	NSK	Bennington, VT	2016
Commercial cleaner	Sodexo	Brattleboro, VT	2015 – 2016
Commercial cleaner	Janitronics	Brattleboro, VT	2013
Waitress	Dana's Restaurant	Manchester, VT	2011
Assembler/molder	National Hanger Co.	N. Bennington, VT	2008 – 2011
Cashier/prep	Burger King	Rutland, VT	2006 – 2007

Education

GED