

1. Highlight the experience, skills, and abilities you have that are also listed on the job description. This helps give you the language needed to make it through the [Applicant Tracking System \(ATS\)](#).
2. Include in your **Heading**
 - Name, Phone, Email, [LinkedIn Profile URL](#), Location (City, ST)
 - Role/position you are seeking
3. Draft your **Profile** (see [Resume Profile](#) resource):
 - **Power Statement** using employer-centric language linking your experience to the position, establishing a sense of qualification. Use keywords reflective of the industry and job description.
 - ✓ Use accurate, appropriate, and interesting modifiers (highly adept, goal-oriented, solutions-focused, distinguished, dynamic, highly skilled, award-winning).
 - ✓ Describe your qualifications and/or achievements clearly and concisely (4 lines or less).
 - The **Skills** section describes your core competencies or key strengths as they relate to the position, giving a brief snapshot of your value.
 - ✓ Each item should complete the thought "I excel at...". Use hard (tangible, measurable) skills. Don't waste space with soft (immeasurable skills) like "dedicated."
 - ✓ Insert 3 columns with 3-4 rows (see pg 2) or list out your skills on 2 lines (see pg 3).
 - ✓ Include the same number of bullets and don't wrap text.
 - ✓ Don't repeat words from your profile or experience sections.
4. Work on your **Education/Certifications** sections:
 - **Degrees**, list most recent to oldest based on completion. If in progress, use "Expected" followed by anticipated graduation date (May 2024). No need to list high school if obtained 3+ years ago. Credentials are presented by their official title (Bachelor of Arts, Organizational Development).
 - **Certifications** are placed after education following the same format as above.
5. Insert **Experience** (see [Resume Content](#) resource):
 - **Description**. Also in reverse chronological order. Use common job titles. The company name, location (city, state where you worked), following a consistent format. Years only are sufficient. 2-4 lines showcasing your duties/responsibilities as it relates to your career goal. Use 3rd person language, starting with action verbs (present tense for current, past tense for previous).
 - **Accomplishments** are listed in bullets below the description to set you apart (quantify if possible).
6. **Community Service/Volunteerism**. Last section if space is available. Use only if recent and regular.

RESUME BASICS

- White space is good | one page with .5" margins minimum (2 pages for 10+ years industry experience)
- Use consistent formatting & quantify all numbers (10 instead of ten)
- Straight-lined fonts (Calibri, Tahoma, Verdana, Arial, Helvetica, Trebuchet, Gill Sans)
- Spell check and proofread well & have others proofread

HEADING

Mary Smith

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Communications | Customer Service | Editorials

PROFILE/SKILLS

Highly motivated and driven Communications / English double major graduating December 2024 with experience in customer service, editing, and writing. Proven ability to develop effective relationships, provide exemplary customer service, quickly adapt to new situations, and work on individual projects. A true passion for inspiring others and taking on new challenges. Proficient in Microsoft Office Suite and PhotoShop.

- Communication Skills
- Writing & Editing
- Organization Skills
- Out-of-the-Box Thinking
- Problem Solving
- Relationship Building
- Project Management
- Creative Marketing
- Public Speaking
- Customer Service
- Conflict Management
- Coordinating & Scheduling

EDUCATION

Bachelor of Arts, Communications

Bachelor of Arts, English

Fresno Pacific University, Fresno, CA

Expected December 2024

Awards: Transfer Academic Scholarship based on academic merit (2022 – Present)

EDUCATION

EXPERIENCE

RELEVANT EXPERIENCE

Features Editor

The Paper, Visalia, CA

2019 - 2021

Coordinated efforts among team and resolved issues among writes. Oversaw distribution of 5,500+ monthly newspapers. Proofed and edited all articles and provided writer feedback and comments. Captured section and article photos.

- Promoted from Staff Writer to Features Editor in less than 2 months.

OTHER PROFESSIONAL EXPERIENCE

Customer Service Professional

Cup O Jo Campus Coffee Shop, Fresno, CA

2021 - Present

Provide excellent service to 300+ daily customers by creating a warm and pleasant atmosphere while meeting their needs. Manage cash drawer and transactions. Take inventory and stock counter.

- Continuously develop effective customer relationships creating repeat business.

Office Manager

Health Care Inc., Fresno, CA

Summers 2021 - Present

Greet patients and effectively listen to their needs. Assist with scheduling and timekeeping for 15 medical staff members. Collaborate with all clinic providers assisting with schedules and patient issues. Ensure all paperwork is properly completed. Maintain accurate and complete medical record system. Coordinate 3+ specialist referrals daily.

- Create and distribute marketing brochures increasing patient visits by 15% year after year.
- Design and develop an aesthetic / welcoming environment for the new business office.

VOLUNTEERISM

COMMUNITY SERVICE

Special Events Volunteer

Community Food Bank, Fresno, CA

Winter Breaks 2018 - Present

Oversee event setup and ensure 2,700+ guests needs are met.

- Increased winter volunteer team by 30% by spearheading editing revisions of all marketing materials.

HEADING

Sunny Sunbird

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[linkedin.com/in/sunny-sunbird](https://www.linkedin.com/in/sunny-sunbird) | Reedley, CA

PROFILE/SKILLS

PHYSICAL THERAPY AIDE

Kinesiology Pre-Physical Therapy and Spanish major graduating May 2024. Experienced in providing first aid treatments to high school athletes and guiding prevention, care, and rehabilitation of sports injuries. Proven ability in developing effective relationships, quickly adapting to new situations, and managing projects in fast-paced environments. A passion for helping others with effective leadership skills. Fluent in Spanish and familiarity with SimplePractice.

SKILLS

Organization, teamwork, interpersonal skills, leadership, adaptability & flexibility, willingness to learn, creativity, time management, digital technology skills, problem-solving, oral & written communication, detail-oriented

EDUCATION & CERTIFICATIONS

EDUCATION

Bachelor of Science, Kinesiology Pre-Physical Therapy Bachelor of Arts, Spanish

Fresno, Pacific University, Fresno, CA | Expected May 2024 | GPA 3.55

Awards: President's Academic Scholarship based on Academic Merit | 2021 to Present
Samaritan Scholarship | 2021 to Present
Highest Honors Academic Achievement Award | 2021, 2022
Outstanding Graduate | 2022

Certified Nurse's Assistant (CNA)

Reedley High School, Reedley, CA | Valid through 2026

Cardiopulmonary Resuscitation (CPR), Automated External Defibrillator (AED) & First Aid Certified

American Red Cross, Fresno, CA | Valid through 2026

EXPERIENCE

RELEVANT EXPERIENCE

Student Athletic Trainer Aide (Internship)

Reedley High School, Reedley, CA | 2019 to 2021

Supported the sports medicine team and program as an aide to the athletic trainer at the local high school. Participated and assisted in a broad range of topics pertaining to the prevention, treatment, and rehabilitation of sports injuries. Competed in 5 local and national sports medicine competitions representing Reedley High School.

- Completed 450+ hours of athletic training internship shadowing experience
- St. Francis High School Sports Medicine Competition, Pasadena, CA – 3rd place | 2021
- Fresno County Career Skills Challenge, Fresno, CA – 3rd place | 2021
- AACI National High School Sports Medicine Championships – 5th place Jaybird-Mais Division | 2020

OTHER EXPERIENCE

Peer Mentor

Fresno Pacific University, Fresno, CA | 2021 to Present

Guide freshmen students, including first-generation and undocumented students, in navigating the higher education system. Serve as a support network and provide academic resources.

- Manage caseload of 20 college students, increasing weekly developmental mentorship engagements

Intercultural Learning Center Assistant

Fresno Pacific University, Fresno, CA | 2020 to Present

Provide a welcoming environment to students. Maintain a clean, organized office. Perform office clerical duties, coordinate events, maintain supply inventory and office equipment.

- Improve Center's student capacity by 25% by creating and implementing strategic plan and room restructure

COMMUNITY ENGAGEMENT

VOLUNTEERISM

Discoverer Health Care Volunteer

Adventist Health Central Valley Network, Fresno, CA | 2020 to Present

Volunteer at the local hospital to shadow doctors and learn about the medical field as well as help with basic patient care.

- Completed 216 hours