

Resume Tips

A **resume** is a marketing tool that summarizes an individual's education, skills, accomplishments, and professional experience to communicate their qualifications and value to a prospective employer or organization.



Formatting:

- Your resume should be easy to read with consistent formatting (dashes, bullets, bold, italics).
- The body of your résumé should be 11-12 point font and preferably a Sans Serif font.
- Do not use personal pronouns, such as I, me, my, etc.
- Recommended length is 1 page for individuals with less than 5 years of work experience and 2 pages for individuals with more than 5 years experience.
- Many companies use Applicant Tracking Systems (ATS) that cannot read a resume with two columns, and other types of formatting. For an ATS compatible resume format, see the other side of this guide.



Content:

- Use synonyms rather than repeating the same word.
- Use past tense for jobs in the past and present tense for current positions.
- Include specific examples of significant accomplishments and describe positive outcomes.
- Avoid vague, irrelevant, cliché or redundant statements.
- [Use action verbs](#). These words describe your experience, responsibilities, and achievements. If used properly, they will grab the potential employers' attention quickly.



Finishing Touches:

- Proofread your resume several times for spelling, grammar, formatting, and clear wording.
- One error on your resume could leave a poor first impression with an employer and could cost you an interview.
- After you finish writing your resume, [schedule an appointment](#) with a Career Coach to receive professional feedback and suggestions. This resource is available to current students and alumni.
- Save the document as a pdf with a professional title. (Ex. Firstname_Lastname.pdf)
- Print copies to bring to an interview or career fair. Do not staple or fold resumes. If you have two pages, use a paper clip to hold them together.



What Not To Include:

- References: this should be on a separate sheet of paper.
- Salary expectations: this will be discussed in a later interview or presented in a job offer.
- Irrelevant personal information such as: age, marital status, religion, national origin, social security number, health status, etc.
- Photographs

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Header: Name, location (town and state), phone number, and professional e-mail address.

Summary: A 2-4 sentence statement at the beginning of a résumé that highlights professional skills and experience. This gives hiring managers a glimpse into your expertise before diving into your résumé. Include what you are currently doing, what your top skills are, what you're passionate about, and what you're seeking.

Skills and Qualifications: Showcase specific hard and soft skills and emphasize abilities required to succeed in the role.

Education: Name of institution, exact name of degree/certification, month and year of graduation or anticipated, and GPA if 3.0 or higher.

Professional Experience: Be specific! Employers want detailed statements and descriptive duties. Your experience should include position title, organization name, organization location, timeframe you worked, and responsibilities and achievements. Within responsibilities and achievements, add numbers and percentage points. Metrics add value to your experience and their impact. You may also include volunteer experiences, field experiences, co-ops, internships, summer employment, and research as applicable. If you have had non-related jobs focus on the transferrable skills you have gained through your experience. Lastly, focus on work within 15 years and if you have a lot of experience limit it to what is most relevant for the job you are applying for.

Additional Category: Professional, educational or organizational involvement and leadership

NOELLE A. FOSTER Location: Ambler, PA – Phone: (555) 555-5555 – Email: email@gmail.com	
SUMMARY:	Hospitality Management student currently pursuing an Associate's degree with a demonstrated history of working in the hospitality, food service, and retail industries for 5+ years. Strong skills in customer service, problem solving, and Microsoft Office. Candidate who is passionate about helping, open to new ideas, and eager to grow career as an Intern with the prestigious Yellowstone National Park.
SKILLS AND QUALIFICATIONS:	<ul style="list-style-type: none">• Computer: Proficient in Microsoft Excel, PowerPoint, and various point of sale systems• Communication: Excellent written and verbal skills, public speaking experience, stage involvement in major theater productions• Interpersonal: Hardworking, responsible, cooperative, problem solver, listener, and high self-confidence
EDUCATION:	Montgomery County Community College, Blue Bell, PA Associate of Applied Science in Hospitality Management – Expected Graduation May 2024 Related Coursework: Hospitality Marketing, Tourism Hotel and Casino Management, Food and Beverage Communications, and Business Software Essentials
WORK EXPERIENCE:	Weis Super Market, Lansdale, PA – August 2022 to Present Store Monitor of Front End Sales <ul style="list-style-type: none">• Actively greet, engage and thank customers during check out process to increase customer satisfaction. Maintains knowledge of store layout to answer customer questions.• Operates self-checkout and front-end scanning equipment and registers, performs all related check out procedures in an efficient manner.• Responsible for all funds including cash, checks, debit/credit slips and coupons. Maintains proper security measures and cash drawer accounting procedures, avoiding excessive overages and/or shortages. Rite Aid, Lansdale, PA – August 2020 to July 2022 Front End Associate <ul style="list-style-type: none">• Provided excellent customer service by assisting customers with their shopping needs, answering customer inquiries, and resolving customer complaints.• Engaged with customers in a friendly and efficient manner while completing customer transactions on the cash register.• Maintained cleanliness and organization of the store. Old Bloodworth Manor Haunted House, Montgomery County, PA – October 2018 to October 2020 Production and Performance Associate <ul style="list-style-type: none">• Family owned and operated production. Worked to provide each guest with a thrilling and entertaining individual experience.• Profits supported local food pantry, Manna on Main Street in Lansdale, PA.
VOLUNTEER EXPERIENCE:	The Delaware River Railroad Excursions, Phillipsburg, NJ – November 2022 to July 2023 Sales Associate and Volunteer <ul style="list-style-type: none">• Interacted and assisted guests of all ages in support of company excursions and events. Responsible for performances, snack cart, craft stand, sand art, and sales of balloons and gift shop.