

Resume Basics

Your resume is not a static document – it should be molded to highlight your qualifications to fit the requirements of each position or program you are applying for. The following sample is meant to present a single, possible style. Your resume should reflect your own interpretation, style, and experience. Consider the following when creating your resume:

ORGANIZATION & LAYOUT

- Organize content according to what is required and relevant to the position or program.
- Use margins (½-1-inch), sections, or columns to balance and organize your content.
- Draw attention to content on the left-side by balancing your resume with content on the right-side (by using justification, spacing, or tab settings).
- List experiences in reverse-chronological order (present to past) with the most recent, relevant content listed first (near the top of each section).

FONTS & STYLE

- Use a font that is clear and easy to read at-a-glance.
- Adjust the size (10-12 pts, typically) based on the font.
- Incorporate style elements like bolding, italics, CAPITALIZATION, and underlines to draw attention to the most important parts of your resume. Generally, each style should emphasize a single type of information.

SECTIONS & INFORMATION

- Create section titles that market your experiences.
- Be sure to edit your resume to match what an employer asks for in the job description (required education, experiences, and skills).
- Format your information to make it easily accessible to the reader. It is much easier to skim bullet points for information than paragraphs.
- Be thorough but concise.

Scenario for the sample below: Recent graduate is applying for a management trainee program with Kohls. This alum uses the Chronological Resume style to best highlight their current management role and previous customer service experience.

Name

Phone | LinkedIn URL | Email | City, State

EDUCATION

University of Wisconsin-Stevens Point

Stevens Point, WI

Bachelor of Arts: **Sociology**

May 2023

Minors: **Business Administration and Psychology**

Certificate: **Basic Second Language Proficiency in Spanish**

EXPERIENCE

Buffalo Wild Wings

Stevens Point, WI

Assistant Store Manager

July 2023-Present

Trainer/Server

August 2021-July 2023

- Supervise staff of 10-15 servers, cooks, and bartenders daily; coordinate break schedules to accommodate peak service hours
- Manage daily and weekly budgets; oversee ordering of bar and kitchen inventory
- Warmly and efficiently greet and seat customers to create a welcoming atmosphere and ensure prompt service
- Develop rapport with patrons in a fast-paced environment and cultivate a repeat customer base
- Train 5+ new hires per month to ensure knowledge of the company handbook and improve customer satisfaction
- Promote daily specials and rewards program to customers to encourage sales
- Oversee cleaning duties to meet corporate cleanliness standards and follow COVID procedures, ensuring staff and guest safety and satisfaction
- Contributed to an employee training manual which improved the on-boarding process for new employees

Charter Communications

Plover, WI

Customer Service Intern

Summer 2021

- Answered questions related to internet and phone services available to current and prospective customers
- Troubleshoot various technical issues regarding internet and telephone services
- Provided feedback during team meetings to improve response times to customer queries
- Adhered to company procedures when handling customer complaints to ensure policies were followed and improve customer satisfaction

Willow Brooke Point Senior Living

Stevens Point, WI

Activities Assistant

June 2020-April 2021

- Coordinated wellness and recreation activities to meet the needs of each resident
- Continually encouraged resident participation, ensuring sense of fulfillment and accomplishment
- Accurately documented any concerns or incidents in resident case notes
- Developed handbook outlining community activities and contacts for future use

Culver's

Plover, WI

Cashier

August 2019-June 2020

- Created an open and friendly environment by greeting each customer as they entered the store
- Accurately and efficiently recorded orders and processed payments
- Contributed to the overall function of the restaurant by helping bus tables, delivering orders, and covering additional shifts as needed
- Handled cash transactions and provided accounting for till balance at end of shift

COMMUNITY INVOLVEMENT

YMCA Adult Adapted Recreation Program

Stevens Point, WI
September 2023-Present

Volunteer

- Volunteer 5-10 hours each week, coaching and mentoring program participants during various events and sporting activities
- Co-lead trips around Stevens Point, engaging participants in volunteer opportunities and building connections with local community members and business owners
- Co-plan virtual and in-person social events, including dances, board game nights, and field trips
- Role-model good sportsmanship, teamwork, inclusion, and positive team spirit

SELECTED COURSEWORK

Organizational Behavior
Principles of Management
Human Resource Management

Training and Development
Industrial Organizational Psychology
Organizations and Society

SKILLS

- Microsoft Office Suite (Excel, Outlook, Word, PowerPoint)
- Various Inventory, Payroll, and Point of Sale systems
- Proficient Spanish speaking skills; basic reading and writing
- Effective oral and written communication
- Strong work ethic and team-oriented
- Strategic problem-solver and customer-focused
- Extensive training experience in a variety of customer service roles

REFERENCES

Name
Title
Relationship with applicant
Employer
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Email

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