

EFFECTIVE RESUME WRITING



- Always use correct **SPELLING** & proper **GRAMMAR**!
- Limit your resume to no more than **2 PAGES**! Maintain focus & cut out the fluff. State your name, contact, objective, skills, experience, and education.
- Keep all information **UPDATED** & **ACCURATE**! Make sure potential employers can reach you & your references. Respond promptly when they contact you to schedule interviews or make a job offer.
- Make it **EASY TO READ**! Avoid using too many colors & stylized fonts. Black ink on white paper is easiest for people & machines to read. Use font size no smaller than 10.
- Never reveal your **SALARY** on a resume! If a salary is requested in a job description, put it in your cover letter & only give a salary range. Too little or too much could eliminate you from the list of candidates.
- **REFERENCES** should only be provided upon request! Let references know you are searching for a job & employers may contact them.
- **DO NOT** list your home address or social security number! Employers can contact you by phone or email. Personal information should not be required until you are hired.

DEFINING YOUR EMPLOYMENT OBJECTIVES

Your employment objective should clearly state in no more than 2 sentences your job interest & skills. It should be positioned at the top of your resume, under your name & contact information. In your objective, use a general job title or a targeted selection of 2-3. Listing only one specific position limits your chances, if their job title does not match yours.

SAMPLE OBJECTIVES:

To secure a restaurant or retail position that will utilize my customer service and cashier skills.

Seeking an entry level Office Assistant position to use my organizational and computer skills.

Seeking an internship as a Medical Aide helping medical personnel assist patients and provide quality health care.

To secure a Web Design position using background in graphic arts and desktop publishing.

An entry position in sports as a Referee or Field Maintenance.

To attain a position as a Preschool Aide in a childcare facility.

WRITING YOUR PERFORMANCE PROFILE

A performance profile is a summary of your competencies. Use relevant keywords that will get you targeted results with employment databases & online search engines. Examples of qualifications to consider adding to your resume include:

SKILLS

- Excellent communication skills; Bilingual/ Biliterate
- Detail oriented & well organized
- Exceptional ability to solve problems
- Quickly adapts to change & learns new skills

ACHIEVEMENTS

- Activities
- Awards
- Certifications
- Classes
- Volunteer

BEHAVIORS

- Takes initiative & demonstrates leadership
- Get along well with others
- Ability to work well under pressure
- Punctual with outstanding attendance record

Answering the following questions can give you ideas for your resume & help you discover interesting topics for discussion during interviews.

What are your top 3 skills:

- 1.
- 2.
- 3.

Name 2 achievements you are most proud of.

- 1.
- 2.

What 2 behaviors make you a good student or employee?

- 1.
- 2.

What work experience or volunteer experience do you have?

SAMPLE RESUME

JENNIFER LOPEZ

(831) 234-5678

JenniferLopez@gmail.com

OBJECTIVE

Seeking a part-time Restaurant or Customer Service position that will utilize my ambition to help others while offering opportunity to gain new skills and make a positive contribution to a team.

QUALIFICATIONS

- Bilingual with ability to communicate effectively in English & Spanish
- California Food Handler Certified
- Punctual with outstanding attendance record
- Hard worker who requires minimal supervision
- Friendly, helpful demeanor with a positive attitude
- Able to maintain focus and professionalism in chaotic situations

EXPERIENCE

Castelli's Deli - Felton, CA

Perform Deli Clerk duties including dishwashing, cleaning and sanitizing of kitchen and dining areas, disposal of trash and recycling, and preparation of food and beverages.

Boys and Girls Club - Capitola, CA

Assisted middle school students with homework and projects. Performed clerical duties including filing and organizing documents.

EDUCATION

Santa Cruz County Office of Education Career Technical Education Program - Santa Cruz, CA

Culinary Arts

Intensive cooking and kitchen management course including food preparation cooking, and baking. Hands-on selecting, purchasing and preparing quality food products; menu planning; safety and sanitation skills; nutrition; use and care of commercial equipment; understanding and management of food establishments.

Available weekday evenings & weekends anytime

SAMPLE RESUME

DRAYMOND GREEN

(831) 567-1234
Draymond@gmail.com

OBJECTIVE

To secure a full time, challenging position with a company that will utilize my experience in Accounting, Management, Customer Service & Sales.

SKILLS

Management

- Managed two departments; total of 25-30 people
- Maintain morale, increased productivity & effective communication between front desk & other departments
- Process monthly expense reports
- Achieve or exceed budgeted profit goals
- Hire, discipline & terminate employees
- Ensure timely & efficient room turn over
- Monitor & inspect rooms for cleanliness
- Purchase office supplies & housekeeping amenities

Sales

- Monitor daily sales reports to identify increases & decreases
- Ensure budgeted profit goals were achieved or exceeded
- Create monthly specials & packages to increase sales
- Bilingual with excellent communication skills in English & Spanish
- Experience with multi-line telephones

Administrative

- Develop detailed training manual for Front Desk & Reservations
- Translate policies, job descriptions & other employee forms
- Train staff on Sexual Harassment
- Proficient in Microsoft Word; MS Excel; Word Perfect; QuickBooks; MS Outlook

Accounting

- Customer & vendor accounts reconciliation
- Investigate & resolve discrepancies
- Negotiate payoff deadlines or payment plans
- Invoice & record payments
- Collection calls & emails on past due & current invoices
- Accounts Payable & Receivable
- Prepare bank deposits
- Prepare reports (940,941,DE9)
- Intermediate 10-key data entry abilities

DRAYMOND GREEN

(831) 567-1234
Draymond@gmail.com

EXPERIENCE

Ano Nuevo Lodge & Resort
Rooms Division Manager

Pescadero, CA
March 2010 - March 2020

Managed general operations of the Front Desk & Housekeeping Department for a 148 room Resort. Responsible for communicating with Maintenance Department to ensure all maintenance issues were resolved in a timely manner. I reported to General Manager.

City Scape Resort
Accounting Clerk (Seasonal)

Santa Cruz, CA 95060
June 2000 - February 2020

Reconciling monthly, quarterly & end of the year reports. Ensured all expenses & payments had been distributed to proper properties. Resolve delinquencies by reissuing invoices & sending overdue notices. Assisted in preparing end of year state & federal taxes. Completed end of year payroll reports (940,941, DE9).

Pacific Coast Hotel
Supervisor & Accounting Clerk

Santa Cruz, CA 95060
June 2000 - June 2010

Supervised, created schedules & trained Front Desk staff for a 60 room inn. Accountable for invoice data entry, paying bills, posting payments, processing payroll, creating & submitting end of the month & quarterly reports.

EDUCATION

Cabrillo College
Associate in Science 1999
Certificate of Proficiency in Accounting 1999

REFERENCES

Kobe Bryant
General Manager
Ano Nuevo Lodge & Resort
200 Rose Rd, Pescadero, CA 94060
(650) 730-879

Dennis Rodman
Owner
Casa Mariposa Inn
200 Main St, Santa Cruz, CA 95060
(831) 395-4265

Michael Jordan
Assistant General Manager
City Scape Resort
2001 Wharf Rd, San Francisco, CA 96040
(415) 937-7973

Steph Curry
General Manager
Pacific Coast Hotel
1973 Main St, Santa Cruz, CA 95060
(831) 303-3030