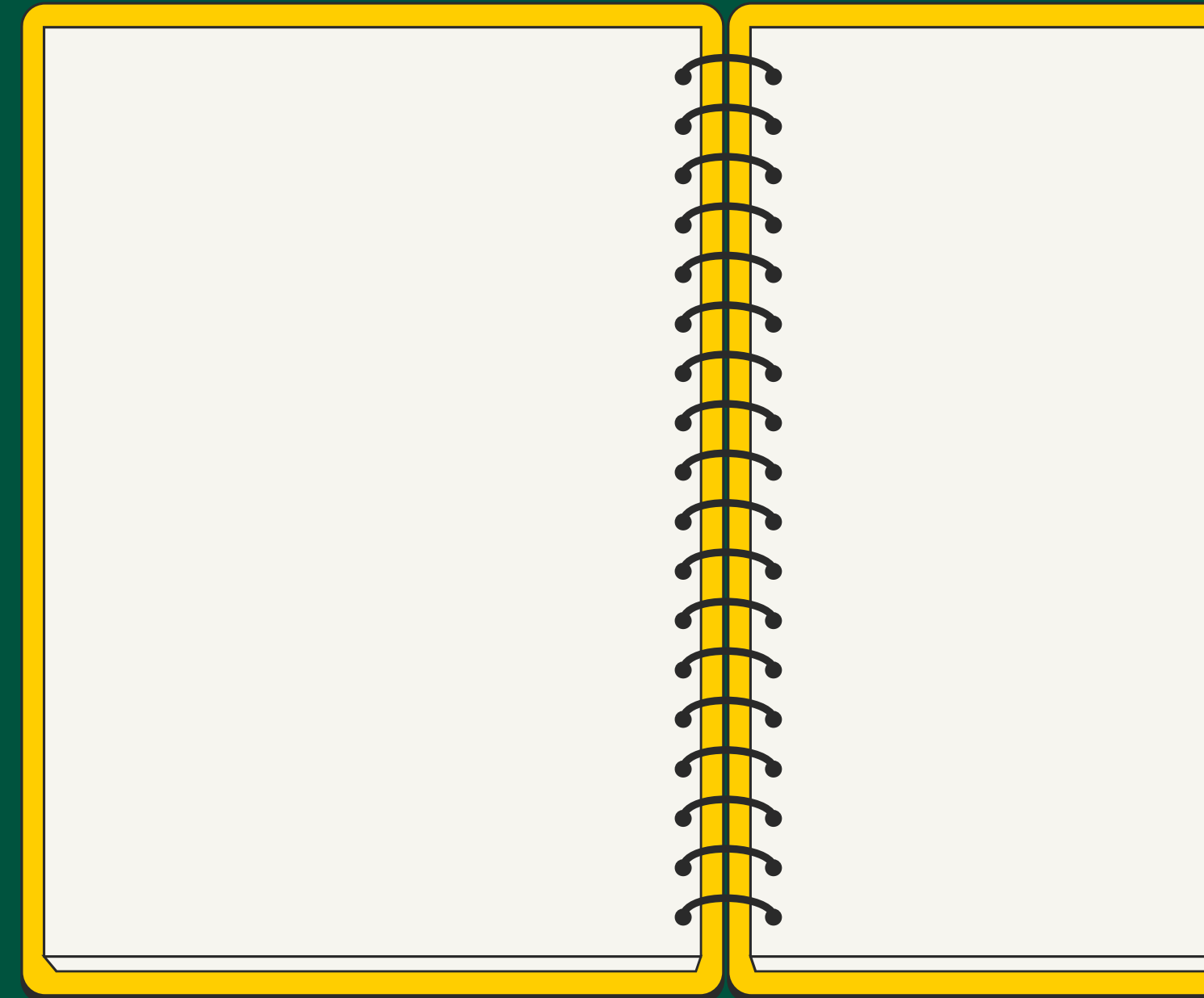


NORMAN CAREER SERVICES

RESUME WORKSHOP





Meet the Team



Kyla Stewart
Employer Relations Coordinator
kstewart20@atu.edu



Kristen Merritt Beck
Assistant Dean
kbeck12@atu.edu



Yushia "Yoshi" Thao
Career Counselor
ythao01@atu.edu

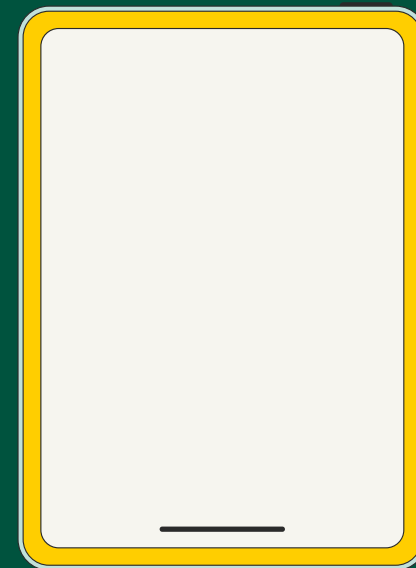


Purpose of a Resume?



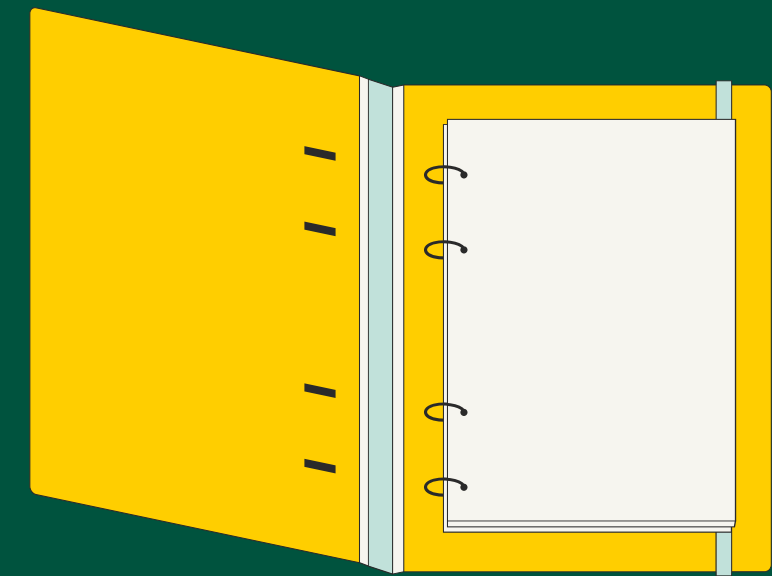
Education

Degrees, licenses, certificates,
endorsements



Experiences

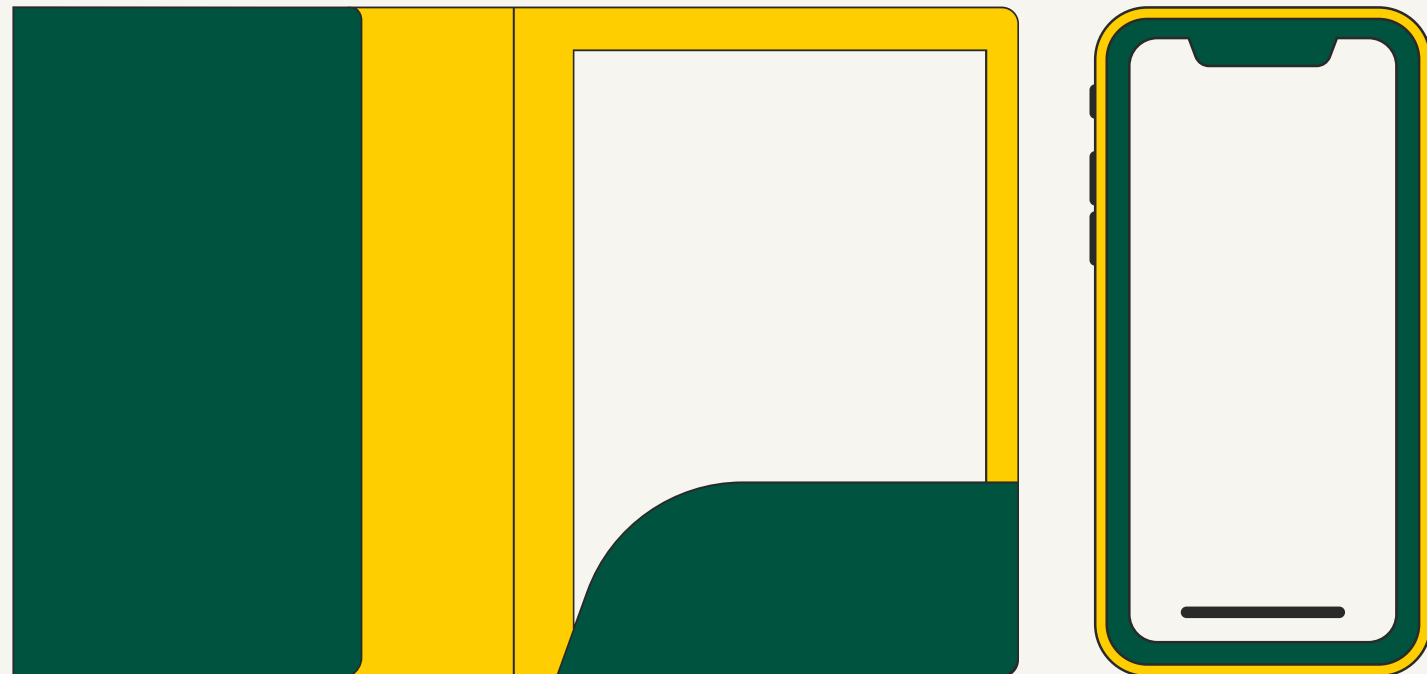
Full/part time jobs, internships,
volunteering, fellowships



Skills

Social, technical, languages,
leadership

Purpose of a Resume



● **01** Formal/professional document

● **02** Used to apply for jobs/internships

● **03** Should updated regularly

● **04** Can be tailored for specific opportunities

● **05** More than one way to write, but readability is key



HAM DUGO

HAM DUGO

Sales Associate

PROFILE

Sales Maestro with more than 10 years experience in retail environments. Recognized for my ability to close deals, provide excellent customer service, and generate cold hard cash. Hire me to boost your company and get the job done.

CONTACT

PHONE:
678-555-0103

EMAIL:
TheHamMan@hotmail.com

HOBBIES

Jiu-jitsu
Philosophy



EDUCATION

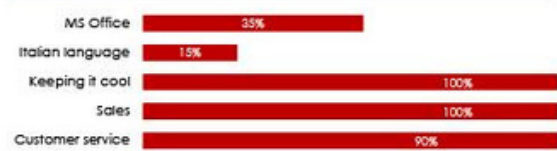
University of Phoenix - Tempe, AZ
Graduated 2008
AS in Business Administration
President of Jiu-jitsu Club

WORK EXPERIENCE

Walmart Sales Associate
2015-Present
-Help like 50 customers per day by answering questions and helping them find products
-Recommended advanced merchandise display techniques to management, which were implemented and resulted in better sales
-Close roughly \$500 in sales every week
-Named "Employee of the Month" 4 separate times

ZARA Sales Associate
2008-2015
-Stocked and organized inventory with accuracy and efficiency
-Personally broke state-wide records for the number of bootcut jeans sold
-On average, sold more than \$1,500 in merchandise each week
-Once convinced a Chechen businessman to buy our entire collection of button up shirts

SKILLS



Your Name

1234 Fourth Avenue, Smallville, Minnesota 55988, (600) 555-1234
yourname@mail.com, Portfolio: yourname.com

QUALIFICATIONS

- Creative and versatile designer who understands its all about branding
- Experienced designing brand identity, brochures, packaging, advertising, signage, posters, and web sites
- Social media savvy and up-to-date with current web trends
- Able to work directly with clients to discuss ideas and present design solutions
- Developed illustration skills with watercolor, colored pencil, and digital media

SOFTWARE

• Photoshop, Illustrator, InDesign, Dreamweaver, HTML, CSS, Flash, Edge, Acrobat, Audacity, Word, Excel and PowerPoint

EDUCATION

Bachelor of Science, Marketing
University of Minnesota, Minneapolis, Minnesota

Associate of Applied Science, Graphic Design
Brown Technical College, Minneapolis, Minnesota

EXPERIENCE

Graphic Designer
The Zeal, Minneapolis, Minnesota. 20xx-20xx
• Designed and produced a monthly college newspaper (20 issues total)
• Redesigned the logo and format to update the look and follow industry trends
• Contributed stories, photos, and original artwork for publication

Receptionist
Maplewood Dental, Minneapolis, Minnesota. 20xx-present
• Assist office manager with payroll, bank deposits, and patient scheduling
• Responsible for stocking and ordering all dental supplies
• Facilitate new employee orientation (5 sessions to date)

Retail Sales Associate
Eddie Bauer, Minneapolis, Minnesota. 20xx-20xx
• Dealt directly with customers, assisted with selections, purchases and returns
• Responsible for all money, returns, and sales transactions on the weekends
• 20xx Sales Associate of the Year. Increased my annual sales volume 15%
• Organized loss-prevention efforts in the store (we saved \$500 annually)

ACHIEVEMENTS

- Vice President, Graphic Design Club, Brown Technical College. 20xx-20xx
- Third Place Gutenberg Award, Poster Design. 20xx

George Ratliff

Junior Retail Specialist

Personal Info

Address
2035 Quilly Lane
Columbus
OH 43219

Phone
614-472-0992

E-mail
gratliff@email.com

LinkedIn
linkedin.com/in/gratliff

Skills

Invoicing

Product knowledge

Problem-solving and troubleshooting

Empathy

Customer service skills

Leadership skills

Tech-savvy retail specialist with 2 years of experience in the technology retail industry. A long-time Samsung follower dedicated to bringing customer experience to a focus. At Huawei, raised sales 25% by revising the approach to customer management and product and services digitization.

Experience

2018-04 - present **Junior Retail Specialist**
Huawei

- Signed up ~50 customers for a discount newsletter.
- Helped implement a new customer retention program that raised the returning customer rate by 45%.
- Improved the customer experience by personalized service from the moment they walk through the door.
- Took part in the streamlining project providing customers with a better user experience by reshuffling our digital offer and interface.

2016-04 - 2018-03 **Sales Assistant**
Tech For You

- Provided detailed guidance to ~400 customers a day on product purchases in a high-volume store.
- Continued to build product knowledge during product and vendor training.
- Maintained an organized inventory hardware list of over 170 electronic products in store.

Education

2017 **BSc in Sociology**
Columbus State University

Interests

- Take bi-weekly yoga classes to stay in shape and manage stress.
- Regular listener, "Support Ops" customer service podcast.

Problem Resumes

Important Reminders



Error Free

Formal Language

Positive Highlights

Only Truthful Info

No Repeating

No/Limited Graphics

NAME
Contact Info
Address

EDUCATION

Bachelors of Arts/Science in Major title
University Name, City, State
Minor: Minor Title (Minor GPA)
Awards, GPA

Year Degree Granted

License Title, Granter of License, Location
Content: (Short Explanation)
License Number:

Year License Granted

Certification in (Title of Program), Granter of Certificate, Location
- One sentence description.

Year Certificate Granted

LANGUAGES

Language (Level of Proficiency) & Language (Level of Proficiency)

PROFESSIONAL EXPERIENCE

Title of Position
Business/Organization Name, City, State
- Description of job duties.
- Major highlight of success on the job.
- Think about something unique you accomplished or learned.

Date Started-Present

Title of Position
Business/Organization Name, City, State
- Description of job duties.
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Date Started-Date Ended

LEADERSHIP POSITIONS

Title
Business/Organization Name, City, State
- Description.

Date Started-Date Ended

AWARDS/SCHOLARSHIPS

Name of Grant/Award/Scholarship
Name of Organization/School Who Granted Award, City, State
- Description of Award.

Year Granted

VOLUTNEER EXPERIENCE

Title
Volunteer Program Name, City, State

Date Started-Date Ended

Open Template



NAME
Contact Info
Address

EDUCATION

Bachelors of Arts/Science in Major title
University Name, City, State
Minor: Minor Title (Minor GPA)
Awards, GPA

Year Degree Granted

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- Description of Award.

Year Granted

VOLUTNEER EXPERIENCE

Title

Volunteer Program Name, City, State

Date Started-Date Ended



Jerry Brown

479-968-0843 | jbrown19@atu.edu | [Linked In](#)

Russellville, AR 72801

EDUCATION

Bachelors of Arts/Science in Major title

University Name, City, State
Minor: Minor Title (Minor GPA)
Awards, GPA

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Awards, GPA

Year Degree Granted

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Date Started-Date Ended

- Description.

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- Description of Award.

Year Granted

VOLUTNEER EXPERIENCE

Title
Volunteer Program Name, City, State

Date Started-Date Ended

Education Info



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Business/Organization Name, City, State
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Name of Grant/Award/Scholarship Year Granted
Name of Organization/School Who Granted Award, City, State
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VOLUTNEER EXPERIENCE

Title Date Started-Date Ended
Volunteer Program Name, City, State



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479-968-0843 | jbrown19@atu.edu | [Linked In](#)
Russellville, AR 72801

EDUCATION

Bachelors of Arts in Secondary Education 2023
Arkansas Tech University, Russellville, AR
Minor: History (4.0)
Presidential Scholar, 3.95

Arkansas Teaching License, Arkansas Department of Education, Little Rock, AR 2023
Content: History, Government, and Social Studies 6-12
License Number: 7565442723

Certification in Service Learning, Arkansas Tech University, Russellville, AR 2022
- Awarded to Arkansas Tech University students that complete 100 volunteer hours.

LANGUAGES

Language (Level of Proficiency) & Language (Level of Proficiency)

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Business/Organization Name, City, State
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Name of Grant/Award/Scholarship Year Granted
Name of Organization/School Who Granted Award, City, State
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VOLUTNEER EXPERIENCE

Title Date Started-Date Ended
Volunteer Program Name, City, State

Only list GPA if 3.5 or above
No high school

NAME
Contact Info
Address

EDUCATION

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University Name, City, State
Minor: Minor Title (Minor GPA)
Awards, GPA

Year Degree Granted

License Title, Granter of License, Location
Content: (Short Explanation)
License Number:

Year License Granted

Certification in (Title of Program), Granter of Certificate, Location
- One sentence description.

Year Certificate Granted

LANGUAGES

Language (Level of Proficiency) & Language (Level of Proficiency)

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Title of Position
Business/Organization Name, City, State

Date Started-Present

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Business/Organization Name, City, State

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Title
Business/Organization Name, City, State

Date Started-Date Ended

- Description.

AWARDS/SCHOLARSHIPS

Name of Grant/Award/Scholarship
Name of Organization/School Who Granted Award, City, State
- Description of Award.

Year Granted

VOLUTNEER EXPERIENCE

Title
Volunteer Program Name, City, State

Date Started-Date Ended

Languages & Skills



NAME
Contact Info
Address

EDUCATION

Bachelors of Arts/Science in Major title Year Degree Granted
University Name, City, State
Minor: Minor Title (Minor GPA)
Awards, GPA

License Title, Granter of License, Location Year License Granted
Content: (Short Explanation)
License Number:

Certification in (Title of Program), Granter of Certificate, Location Year Certificate Granted
- One sentence description.

LANGUAGES
Language (Level of Proficiency) & Language (Level of Proficiency)

PROFESSIONAL EXPERIENCE

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Business/Organization Name, City, State
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Name of Organization/School Who Granted Award, City, State
- Description of Award.

VOLUTNEER EXPERIENCE

Title Date Started-Date Ended
Volunteer Program Name, City, State

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LANGUAGES
English (Native Proficiency) & Arabic (Professional Proficiency)

PROFESSIONAL EXPERIENCE

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Title Date Started-Date Ended
Business/Organization Name, City, State
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AWARDS/SCHOLARSHIPS

Name of Grant/Award/Scholarship Year Granted
Name of Organization/School Who Granted Award, City, State
- Description of Award.

VOLUTNEER EXPERIENCE

Title Date Started-Date Ended
Volunteer Program Name, City, State

Elementary, Conversational, Professional, Native

NAME
Contact Info
Address

EDUCATION

Bachelors of Arts/Science in Major title Year Degree Granted
University Name, City, State
Minor: Minor Title (Minor GPA)
Awards, GPA

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LANGUAGES
Language (Level of Proficiency) & Language (Level of Proficiency)

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SKILLS

Microsoft Suite, CSS, HTML, Teradata, Java, Photoshop

PROFESSIONAL EXPERIENCE

Title of Position Date Started-Present
Business/Organization Name, City, State
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Title of Position Date Started-Date Ended
Business/Organization Name, City, State
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LEADERSHIP POSITIONS

Title Date Started-Date Ended
Business/Organization Name, City, State
- Description.

AWARDS/SCHOLARSHIPS

Name of Grant/Award/Scholarship Year Granted
Name of Organization/School Who Granted Award, City, State
- Description of Award.

VOLUTNEER EXPERIENCE

Title Date Started-Date Ended
Volunteer Program Name, City, State

Focus on technical and show social

NAME
Contact Info
Address

EDUCATION

Bachelors of Arts/Science in Major title
University Name, City, State
Minor: Minor Title (Minor GPA)
Awards, GPA

Year Degree Granted

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LANGUAGES

Language (Level of Proficiency) & Language (Level of Proficiency)

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Title
Business/Organization Name, City, State
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AWARDS/SCHOLARSHIPS

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Year Granted

VOLUTNEER EXPERIENCE

Title
Volunteer Program Name, City, State

Date Started-Date Ended

Professional Experience



NAME
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Address

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SKILLS

Microsoft Suite, CSS, HTML, Teradata, Java, Photoshop

PROFESSIONAL EXPERIENCE

Assistant Dean of Career Services August 2022-Present
Arkansas Tech University, Russellville, AR
- Oversee career/professional development, job search assistance, and graduate school/internship placement assistance to current ATU students and alumni.
- Grew student engagement events by 300% during first spring semester.
- Developed and implemented new mentorship program between ATU's Colleges and national/international professionals.

Faculty & Academic Advisor August 2018-July 2022
Zayed University, Dubai, United Arab Emirates
- Description of job duties.
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LEADERSHIP POSITIONS

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Business/Organization Name, City, State
- Description.

AWARDS/SCHOLARSHIPS

Name of Grant/Award/Scholarship Year Granted
Name of Organization/School Who Granted Award, City, State
- Description of Award.

VOLUTNEER EXPERIENCE

Title Date Started-Date Ended
Volunteer Program Name, City, State



Focus on inserting titles, dates, organization, and location

***** Please make 1-1 appointment for description assistance*****

NAME
Contact Info
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Minor: Minor Title (Minor GPA)
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Year Degree Granted

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Language (Level of Proficiency) & Language (Level of Proficiency)

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- Description.

Date Started-Date Ended

AWARDS/SCHOLARSHIPS

Name of Grant/Award/Scholarship
Name of Organization/School Who Granted Award, City, State
- Description of Award.

Year Granted

VOLUTNEER EXPERIENCE

Title
Volunteer Program Name, City, State

Date Started-Date Ended

Leadership Positions



NAME
Contact Info
Address

EDUCATION

Bachelors of Arts/Science in Major title
University Name, City, State
Minor: Minor Title (Minor GPA)
Awards, GPA

Year Degree Granted

License Title, Granter of License, Location
Content: (Short Explanation)
License Number:

Year License Granted

Certification in (Title of Program), Granter of Certificate, Location
- One sentence description.

Year Certificate Granted

LANGUAGES

Language (Level of Proficiency) & Language (Level of Proficiency)

PROFESSIONAL EXPERIENCE

Title of Position
Business/Organization Name, City, State

Date Started-Present

- Description of job duties.
- Major highlight of success on the job.
- Think about something unique you accomplished or learned.

Title of Position

Business/Organization Name, City, State

Date Started-Date Ended

- Description of job duties.
- Major highlight of success on the job.
- Think about something unique you accomplished or learned.

LEADERSHIP POSITIONS

Title
Business/Organization Name, City, State
- Description.

Date Started-Date Ended

AWARDS/SCHOLARSHIPS

Name of Grant/Award/Scholarship
Name of Organization/School Who Granted Award, City, State
- Description of Award.

Year Granted

VOLUTNEER EXPERIENCE

Title
Volunteer Program Name, City, State

Date Started-Date Ended

Jerry Brown
479-968-0843 | jbrown19@atu.edu | [Linked In](#)
Russellville, AR 72801

EDUCATION

Bachelors of Arts in Secondary Education
Arkansas Tech University, Russellville, AR
Minor: History (4.0)
Presidential Scholar, 3.95

2023

Arkansas Teaching License, Arkansas Department of Education, Little Rock, AR
Content: History, Government, and Social Studies 6-12
License Number: 7565442723

2023

Certification in Service Learning, Arkansas Tech University, Russellville, AR
- Awarded to Arkansas Tech University students that complete 100 volunteer hours.

2022

SKILLS

Microsoft Suite, CSS, HTML, Teradata, Java, Photoshop

PROFESSIONAL EXPERIENCE

Assistant Dean of Career Services
Arkansas Tech University, Russellville, AR

August 2022-Present

- Oversee career/professional development, job search assistance, and graduate school/internship placement assistance to current ATU students and alumni.
- Grew student engagement events by 300% during first spring semester.
- Developed and implemented new mentorship program between ATU's Colleges and national/international professionals.

Faculty & Academic Advisor

Zayed University, Dubai, United Arab Emirates

August 2018-July 2022

- Description of job duties.
- Major highlight of success on the job.
- Think about something unique you accomplished or learned.

LEADERSHIP POSITIONS

President
ATU Rock Climbing Club, Arkansas Tech University, Russellville, AR

August 2020-May 2023

- Managed weekly club meetings, ensured timely delivery club reports to Recreation Department, and over gear closet.

AWARDS/SCHOLARSHIPS

Name of Grant/Award/Scholarship
Name of Organization/School Who Granted Award, City, State
- Description of Award.

Year Granted

VOLUTNEER EXPERIENCE

Title
Volunteer Program Name, City, State

Date Started-Date Ended

No high school, unless if early in ATU career

NAME
Contact Info
Address

EDUCATION

Bachelors of Arts/Science in Major title
University Name, City, State
Minor: Minor Title (Minor GPA)
Awards, GPA

Year Degree Granted

License Title, Granter of License, Location
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License Number:

Year License Granted

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- One sentence description.

Year Certificate Granted

LANGUAGES

Language (Level of Proficiency) & Language (Level of Proficiency)

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Year Granted

VOLUTNEER EXPERIENCE

Title
Volunteer Program Name, City, State

Date Started-Date Ended

Awards & Scholarships



NAME
Contact Info
Address

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University Name, City, State

Minor: Minor Title (Minor GPA)

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Year Granted

VOLUTNEER EXPERIENCE

Title

Volunteer Program Name, City, State

Date Started-Date Ended

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August 2022-Present

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Zayed University, Dubai, United Arab Emirates

- Description of job duties.

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August 2018-July 2022

LEADERSHIP POSITIONS |

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ATU Rock Climbing Club, Arkansas Tech University, Russellville, AR

- Managed weekly club meetings, ensured timely delivery club reports to Recreation Department, and over gear closet.

August 2020-May 2023

AWARDS/SCHOLARSHIPS

Senior Leadership Award

Arkansas Tech University, Russellville, AR

- Awarded to a single undergraduate student who displayed exemplary academics and leadership in their final year through a faculty nomination process.

2023

VOLUTNEER EXPERIENCE

Title

Volunteer Program Name, City, State

Date Started-Date Ended



NAME
Contact Info
Address

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Awards, GPA

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Business/Organization Name, City, State
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LEADERSHIP POSITIONS

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Name of Organization/School Who Granted Award, City, State
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Title
Volunteer Program Name, City, State

Date Started-Date Ended

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LEADERSHIP POSITIONS

Title
Business/Organization Name, City, State
- Description.

Date Started-Date Ended

AWARDS/SCHOLARSHIPS

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Name of Organization/School Who Granted Award, City, State
- Description of Award.

Year Granted

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Title
Volunteer Program Name, City, State

Date Started-Date Ended

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AWARDS/SCHOLARSHIPS

Senior Leadership Award
Arkansas Tech University, Russellville, AR

2023

- Awarded to a single undergraduate student who displayed exemplary academics and leadership in their final year through a faculty nomination process.

VOLUTNEER EXPERIENCE

Graduate School & Fellowship Coach
Posse Foundation, New York, NY

March 2022-May 2023

Only add descriptions if significant

NAME
Contact Info
Address

EDUCATION

Bachelors of Arts/Science in Major title
University Name, City, State
Minor: Minor Title (Minor GPA)
Awards, GPA

Year Degree Granted

License Title, Granter of License, Location
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PROFESSIONAL EXPERIENCE

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Date Started-Date Ended

LEADERSHIP POSITIONS

Title
Business/Organization Name, City, State
- Description.

Date Started-Date Ended

AWARDS/SCHOLARSHIPS

Name of Grant/Award/Scholarship
Name of Organization/School Who Granted Award, City, State
- Description of Award.

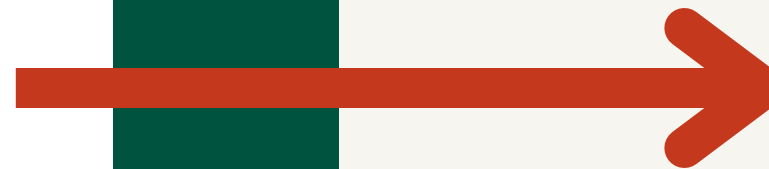
Year Granted

VOLUTNEER EXPERIENCE

Title
Volunteer Program Name, City, State

Date Started-Date Ended

LinkedIn



Please make 1-1 appointment for LinkedIn assistance



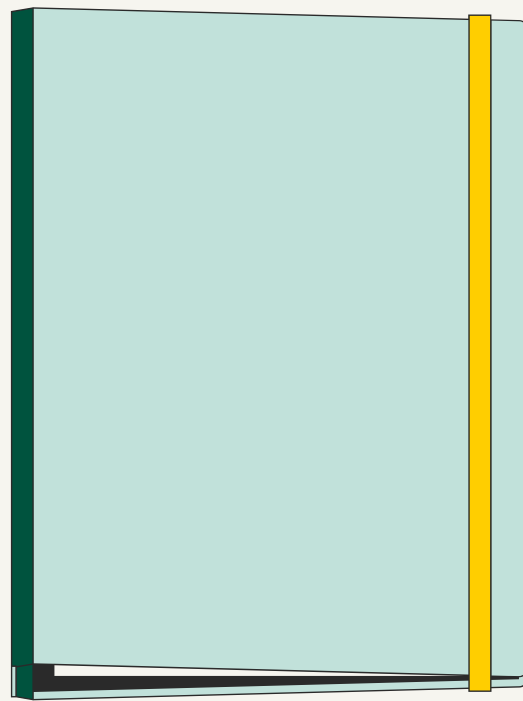
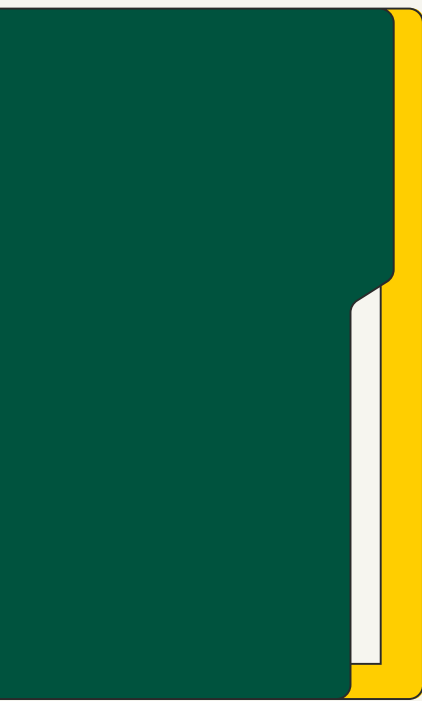
References

Professional/academic connection

Not a relative

Ask for permission

Minimum of two references



NAME	
Contact Info	
Address	
EDUCATION	
Bachelors of Arts/Science in Major title	Year Degree Granted
University Name, City, State	
Minor: Minor Title (Minor GPA)	
Awards, GPA	
License Title, Granter of License, Location	
Content: (Short Explanation)	Year License Granted
License Number:	
Certification in (Title of Program) , Granter of Certificate, Location	
- One sentence description.	Year Certificate Granted
LANGUAGES	
Language (Level of Proficiency) & Language (Level of Proficiency)	
PROFESSIONAL EXPERIENCE	
Title of Position	
Business Organization Name, City, State	Date Started-Present
- Description of job duties.	
- Major highlight of success on the job.	
- Think about something unique you accomplished or learned.	
Title of Position	
Business Organization Name, City, State	Date Started-Date Ended
- Description of job duties.	
- Major highlight of success on the job.	
- Think about something unique you accomplished or learned.	
LEADERSHIP POSITIONS	
Title	
Business Organization Name, City, State	Date Started-Date Ended
- Description.	
AWARDS/SCHOLARSHIPS	
Name of Grant/Award/Scholarship	
Name of Organization/School Who Granted Award, City, State	Year Granted
- Description of Award.	
VOLUNTEER EXPERIENCE	
Title	
Volunteer Program Name, City, State	Date Started-Date Ended

Resume + Cover Letter

Further explanations

Chance to highlight

Construct argument

Please make 1-1 appointment for cover letter assistance



Thank you



Kyla Stewart
Employer Relations Coordinator
kstewart20@atu.edu



Kristen Merritt Beck
Assistant Dean
kbeck12@atu.edu



Yushia "Yoshi" Thao
Career Counselor
ythao1@atu.edu



Visit our Website

