**Common Resume Scripter Resume Updates**

**Needed – L&D**

**Contact Information / Header**

1. **Contact information** - Update email address in the header to have a personal email address instead of Year Up email address
2. **LinkedIn (optional)** – add your LinkedIn link to this section if you feel confident in your LinkedIn profile

**Career Summary & Areas of Expertise**

1. **Update these sections** – Check to make sure these sections are accurate. Do they list skills you actually have? Are they missing important aspects of your career experience or skillset? If you want, you can add technical skills into “Areas of Expertise” instead of having a separate “Technical Skills” section. You may also choose to keep technical skills separated out.

**Work Experience Section**

1. **Include your relevant, recent, and or most important experience**

* Should start with the most recent position and include: month and year you started there, job title, and at least 3 bullet points describing your work and accomplishments
* Bullet points should be specific and quantify your accomplishments

1. **Check bullet points for repetition throughout all experiences**

* Occasionally, Resume Scripter will generate similar or the same bullet points for like experiences. Make sure to check and edit bullet points so they clearly describe the work you are doing in a specific and unique way.

**Education Section**

1. **Add Year Up/Edit Year Up in this section**

* Copy and paste the following section and use it for your Year Up entry. You will need to customize the track where it is highlighted in Yellow (then remove the yellow highlight).

**Year Up United** *Remote*

**Certificate – Information Technology** *Sept. 2024 - Present*

* Year Up is an intensive career development program with 250 corporate partners, college-level courses, professional training, and a six-month internship.
* Relevant coursework includes: list names of courses/course topics

1. **Remove high school entirely**
2. **If other college education has been added, please make sure it has:**

* School name
* School city and state
* Certificate or degree pursued
* Dates certificate or degree was pursued
* Optional: bullet points describing relevant coursework, awards, or overview of program

**Other**

1. **Make sure all sections follow reverse chronological order -** the most recent work or school experience should be at the top and the oldest work or education experience at the bottom of each section
2. **Limit to 1 page** **-** occasionally, Resume Scripter will add a heading to a second page, even when there is no additional content on that page. Be sure to remove this heading.

**FIRST NAME LAST NAME**

*Personalemail@gmail.com*

*(555) 123-4567*

*City, ST*

*[LinkedIn](https://www.linkedin.com/in/rebecca-ferber/)*

**CAREER SUMMARY**

Motivated and detail-oriented Information Technology student with a strong foundation in customer service. Previous experience working in security and retail sales. Eager to transfer essential skills in leadership, collaboration, and customer service to technical IT helpdesk role.

**RELEVANT SKILLS**

**Professional Skills:** Project Management, Customer Service, Business Communications

**Technical Skills:** Microsoft Office Suite, Zoom, Advanced Excel

**Certifications:** PowerPoint Essential Training (Sept. 2024), PowerPoint Tips and Tricks (Sept. 2024), Word Essential Training, (Sept. 2024), Word Tips and Tricks (Sept. 2024), Excel Essential Training (Sept. 2024)

**Languages:** Spanish & English (bilingual/fluent)

**RELEVANT PROJECTS**

**HOTEL.Biz** Online

Web App for Lodging Rentals (Personal Project) April 2024 - June 2024

* Developed an interactive microservice utilizing JavaScript, React, and Styled-Components to display photos in a carousel structure, using a Node/Express server with a RESTful API.
* Deployed the microservice using Docker and Amazon Web Services (EC2 instances).
* Built proxy server that handled multiple routes and combined deployed microservices to create fully integrated frontend.

**PROFESSIONAL EXPERIENCE**

**T-Mobile** Seattle, WA

Software Testing & Data Engineering Intern Jan. 2024 - Present

* Validate test cases utilizing Azure DevOps, and log written test cases to document testing results.
* Create and run integration tests to identify potential failures and software errors.
* Produce high quality code using frameworks, API services, and reusable assets to integrate and analyze specific fields of data with Power BI reports and SQL, ensuring teams are equipped with all relevant data within their reports.
* Utilize Power BI to produce optimal solutions and organize team’s reports, adding data visualizations and insights.

**ALlied Security** Seattle, WA

Security Guard Jan. 2022 - Nov. 2023

* Communicated hourly with command center via radio regarding prudent issues to create a safe environment for all clients.
* Interfaced with students, staff, vendors and law enforcement officials to resolve sensitive and escalated issues, ensuring compliance with local laws and regulatory mandates.
* Wrote detailed reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences.
* Contributed to emergency response procedures for critical incidents such as medical crises, fires, and unauthorized entries.

**Banana Republic** Federal Way, WA

**Sales Associate** Aug. 2022 - May 2023

* Provided exceptional customer service by greeting, assisting, and building strong relationships with customers to drive repeat business and ensure a positive shopping experience, achieving a 95% satisfaction rating from customer surveys.
* Designed and developed hundreds of SKUs, working to ensure adherence to project budgets and launch deadlines.
* Processed transactions efficiently, handling cash, credit card payments, and returns while adhering to company policies.

**EDUCATION & TRAINING**

**Year Up United** *Remote*

**Certificate – Information Technology** *Sept. 2024 - Present*

* Year Up is an intensive career development program with 250 corporate partners, college-level courses, professional training, and a six-month internship.

**Highline Community College** SeaTac, WA

**Coursework in General Studies/Business** *Sept. 2022 - June 2023*

* Completed 20 credits in Statistics, Business Mathematics, Business Communications, and Business Fundamentals.