

Resume Overview

Employers spend less than a minute evaluating your resume. They prefer resumes that are easy to read and created in a familiar format. Use the following guidelines as you create or edit your resume.

FORMAT

- **Templates:** Avoid resume wizards and resume software templates. They are difficult to edit and do not allow you to present information in the most effective format.
- **Length:** Best practice is to use a one-page resume. Professionals with 10+ years of relevant experience *might* benefit from a 2nd page.
- **Font:** Choose a basic, easy-to-read font such as Times New Roman, Arial, Helvetica, Calibri, or Cambria in 10-12 point size. Use black font color.
- **Spacing:** Margins of 0.5 to 1 inch and double-spacing between headings improves readability.
- **Layout:** Use bullets, bold, capitalization, and underlining sparingly to call attention to the most important information. Leave some white space to create an uncluttered look.
- **Reverse Chronological Order:** Present information from most recent to least recent in each section heading.
- **Professionalism:** Eliminate all errors by using spell check first, and then by asking several other people to proofread.
- **Document Title:** Use your name in the document title when emailing your resume as an attachment. Example: Tom.Wilson.doc

CONTENT

- **Image:** Decide what overall impression you want your resume to communicate. Does it show that you are a leader, a team player, an artist, an innovator, a salesperson, or something else?
- **Style:** Start phrases with action verbs to convey enthusiasm and achievement. Sample verbs include: *Advised, Analyzed, Assisted, Coordinated, Created, Developed, Evaluated, Guided, Handled, Implemented, Increased, Led, Maintained, Managed, Organized, Performed, Planned, Presented, Processed, Researched, Served, Sold, Taught, Trained, Wrote.*
- **Contact Information:** Include name, email, phone number and city/state at the top of your resume or in the Header on the document.
- **Summary of Qualifications:** A candidate with significant experience in a career field may choose to start a resume with a brief overview of professional skills. This section is less appropriate for early professionals with >10 years of experience.
- **Section Headings:** Group your experience to reflect your strengths. Common headings include:

EDUCATION

EXPERIENCE

SKILLS

ACTIVITIES

PROJECTS

LEADERSHIP EXPERIENCE

COMMUNITY SERVICE

PUBLICATIONS

PROFESSIONAL AFFILIATIONS

CERTIFICATIONS

- **Cautions:** Never reveal confidential data on your resume such as your social security number or date of birth. Do not list a personal website if it includes any nonprofessional content.

Bullet Point Examples:

Your resume will stand out to employers if you demonstrate your past accomplishments instead of simply listing your responsibilities. When crafting a bullet, you want to ask yourself:

What - what is the big picture description?

How - what tools, or technologies did you use?

Why - what was the overall purpose, or result?

How much - where can you quantify?

See the examples below that take a job duty and turn it into an accomplishment.

Column A: Job Duties **Original Bullet Points**

- Helped rebrand product.

Column B: Accomplishments **Revised Bullet Points**

- Increased brand awareness by 15%, recovered lost market share by 5%, and gained 200+ new clients by repositioning product with a new brand architecture and packaging design.

-
- Assisted in rating suppliers and minimizing product defects.

- Created a vendor rating system to identify historically reliable suppliers, resulting in an 80% reduction in rate of product defects.

-
- Performed accounting year end closing tasks.

- Reduced accounting year end closing period from 14 days to 7 days by optimizing financial reporting, automating processes, and improving data accuracy.

-
- Led a 3-year strategic plan for SMEs to increase revenues.

- Led a 3-year strategic plan to help high-growth small and medium enterprises access critical project financing, increasing productive capacity and revenues by more than 20%.

RESUME TEMPLATES:

Trevor Tech

trevtech@gmail.com | (803) 000-0000 | [LinkedIn](#) | Long Island, NY

SUMMARY

- A cross-functional operations professional with strong and reliable analytics experience using Excel. Recognized for exceeding expectations in a fast-paced environment with a high degree of detail and positivity. Utilize customer service and strategic decision making to improve business performance and client satisfaction. Demonstrates strong critical thinking, communication, and time management skills to tackle complex problems

RELATED EXPERIENCE

Correlation One - Salesforce Administrator Course

July 2021 - Dec 2021

- Participated in a 10-week Salesforce program facilitated through real data analytics business cases to solve business and technical issues.
- Completed Trailhead modules with support from trainers, study groups, and practice exams.
- Built a Salesforce organization, configured settings, and created automations in practice case studies.

ADDITIONAL EXPERIENCE

Amazon

Staten Island, NY

Outbound Flow Operations

Nov 2020 – Current

- Manage and monitor outbound flow operations to ensure conveyance issues are avoided or solved.
- Communicate with various department leaders to create consistency of operations throughout shifts.
- Collaborate with a team to achieve a record 7M+ units of shipment volume within 7 days.

Customer Returns Associate

July 2017 - July 2018

- Responded to customers questions and provide quick answers to ensure efficient service
- Input accurate data to customer accounts and sent reports to management when necessary
- Processed product returns and information to communicate interdepartmentally
- Managed inbound returns with a high level of attention to detail and accuracy

North Shore University Hospital

Long Island, NY

Environmental Service Worker

March 2003 - July 2017

- Ensured areas assigned for daily cleaning and maintenance are in superior and sanitary condition
- Completed all tasks assigned prior to the end of the work shift with minimal supervision
- Met expectations of supervisors and coworkers resulting in respectful relationships

EDUCATION

The City College of New York

New York, NY

Completed 32-credits of Coursework in Computer Technology

2010

Springfield Gardens High School

Queens, NY

High School Diploma

2001

SKILLS

- **Computer Skills:** Salesforce (beginner), Microsoft Office (Word, Excel, PowerPoint)
- **Languages:** English (fluent), French (proficient)

First Name



Boston, MA | 555-555-5555 | yourname@gmail.com | [Linkedin.com/yourname](https://www.linkedin.com/yourname)

SKILLS

Selected Tools: Salesforce, Excel, Office, PowerPoint, Slack, Tableau, jupyter notebooks

Spoken Languages: Spanish (conversational)

EXPERIENCE

Salesforce Administrator Certification

Correlation One | Remote

07/2021 – Present

- Participated in a 10-week Salesforce program facilitated through real data analytics business cases to solve business and technical issues.
- Completed Trailhead modules with support from trainers, study groups, and practice exams.
- Built a Salesforce organization, configured settings, and created automations in practice case studies.
- Passed Salesforce certification exam with a score of 97%/100%

Inventory Control/Quality Assurance Associate

03/2020 – Present

Amazon | Portland, OR

- Collaborated with small team to verify physical inventory matched virtual inventory within fulfillment center efficiently while maintaining low DPMO
- Trained and coached 22 new associates on processes to count inventory
- Investigated inventory mismatch issues with data research tools, resulting in a 7% decrease in errors

Global Missions Coordinator

10/2018 – 3/2020

Mission Church | Portland, OR

- Developed information tracker using Excel to coordinate data for 15 national and international trips
- Recruited and trained over 150 volunteers for serving in local and global communities
- Maintained budgets of up to \$12,000 for each trip with Excel

Human Resources, Quality Assurance, and Training Coordinator

1/2013 – 8/2017

United Family Services | Portland, OR

- Conducted quantitative record reviews of 200 clients' and 45 employees' personal records
 - Created data trackers with Excel for employees' required training requirements and client requirements
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EDUCATION

BA, **English**, *University of Delaware*

2011

Magna Cum Laude

Alicia Learner



Ellensburg, WA 08536 · (456) 260-0000 · alearner@gmail.com

SKILLS:

Computer Skills: Certified Salesforce Admin, Microsoft Office (Word, PowerPoint, Excel), Google Suite (Docs, Sheets, Slides), Slack, Zoom.

EDUCATION

Rutgers University, New Brunswick, NJ

May 2004

Bachelor of Business Administration, Concentration in Management

EXPERIENCE

Amazon, Salem, OR

September 2015 – Present

Lead Associate

- Cultivate a team of 7-12 Associates as a Process Guide for the Transout Department to create and manage a culture of high performance and efficiency performance metrics.
- Manage day-to-day operations resulting in each shift improving speed and productivity by 72%.
- Coach Associates to follow procedures and policies while motivating self-sufficient behavior allowing the department to operate with minimal managerial oversight.
- Collaborate cross-functionally to develop training presentations to create consistency of workflow resulting in 100% of critical pull times completed with higher performance rates.

Global Animal, Ellensburg, WA

August 2009 – July 2015

Marketing Manager

- Promoted multiple times due to work ethic and commitment to organizational growth.
- Managed and successfully launched a new branded website for end consumers, increasing website traffic by 4 times, enlarged target group visitors from 15% to 42%.
- Decreased product cycle launch from 9 to 3 months, improving efficiency by 70% and launching products that beat competitive benchmarks by 30% in first-year revenue.
- Collaborated with cross functional teams on go-to-market plans and budgets for over 50 new products.
- Initiated and oversaw a Brand Ambassadors program using qualitative market data to improve consumer brand perception, resulting in 14% sales increase.
- Managed 4m budget and participated in the department's 18-month fiscal planning process.
- Proposed and initiated launch of viral video campaign with customized message, resulting in consumer feedback scores of 4.6 out of 5 points.

Marketing Associate

January 2005 – July 2009

- Created, designed, and edited over 500 product sell sheets and new business development presentations for global sales team.
- Managed customer databases, analyzed trends and preferences.
- Ensured effective communication to target audiences by differentiating marketing messages.
- Designed and implemented email marketing campaigns, analyzed campaign reports.

North Supply Company, New Valley, NJ

May 2004 – May 2005

Operations Intern

- Prepared cross-functional timelines, swim lanes and order to cash for products requiring temperature controlled transportation and storage.
- Decreased lead time by over 15% through implementation of new scheduling, forecasting, and automation techniques.
- Analyzed complex customer data using advanced Excel techniques and presented comprehensive KPI analysis to senior management.
- Forecasted monthly product supplies to maximize capacity of manufacturing area.

Arti Analyst

Charlotte, NC 28150

[LinkedIn](#)

(619) 260-1234

aanalyst@yahoo.com

SKILLS

- Salesforce (beginner), Tableau (beginner), Excel, Microsoft Office Suite, Google Suite

EDUCATION

Bangalore University, Bangalore, India

May 2011

Bachelor of Engineering, Computer Science

WORK EXPERIENCE

Amazon

Charlotte, NC

Process Assistant

September 2018 – Present

- Lead a team of 5+ Associates as the Inbound Dock Clerk to ensure fast and accurate workflow.
- Utilize Inbound scheduling tools to manage up to 220,000 units of inventory shipments using Yard Management System (YMS), Dock Master, Oculus, and Amazon Fulfillment Technologies (AFT).
- Maximize workflows in four different departments using accuracy calculations to ensure all Associates met or exceeded area expectations.

Bank of America

Charlotte, NC

Financial Analyst Intern

June 2017 – Aug 2018

- Performed portfolio valuation, private company valuation, intangible asset valuation, transaction advisory and valuation of intellectual property.
- Conducted market and equity research, and statistical studies for business and intangible asset valuation, presenting findings to senior management.
- Provided valuation opinions and financial advisory to organizations which are used for board, financial reporting and disclosure, litigation and tax purposes.

Hewlett Packard

Bangalore, India

Data Analyst

June 2011 – June 2016

- Increased automation of workflows and quality tasks by 20% with efficient design and set up of quality management framework and developed scripts to automate tests and workflows.
- Led quality management and development efforts with a dual role on HP-UX/IA platforms.
- Added product stability by addressing critical customer issues and escalations.
- Developed solutions for handling failovers in transactions involving application servers and databases through efficient replication of those components.
- Recognized at India Software Lab for outstanding performance and contribution.
- Presented project findings at QSE Asia Pacific symposium and IBM Innovate 2011.

PROJECT EXPERIENCE

WD-40 Company

Bangalore, India

Student Consultant

January 2018

- Analyzed key sales, marketing, financial and client data to organize channel analysis for supply chain management of products in India.
- Built two regression models of determinants on sales and on marketing fund allocation.
- Introduced tools for continued internal analysis, including dynamic modeling and visual aids using Excel regression analysis and data visualization using PowerPoint.