

RESUME WRITING GUIDE

Employment Descriptions

Bullet statements on your resume should convey specific details. This is the only way that the reader can learn about what you did. Here are statements taken from actual student resumes followed by a more descriptive revision.

Student wrote: Maintain fixed assets database system.

Revision: **Maintain fixed assets database system by using Acuity 6.0 and Accpac 9.5 software.**

Student wrote: Assist in preparing financial reports

Revision: **Assist in preparing financial reports on a weekly basis that are used by the Board of Directors to make short and long term decisions for the organization.**

Student wrote: Trained new employees

Revision: **Trained and supervised new part-time cashiers and customer service employees. Led formal training program and followed-up with individual concerns of department supervisors.**

Student wrote: Conducted surveys over the phone

Revision: **Conducted follow-up customer satisfaction surveys by phone. Compiled results and issued reports to the Customer Service Manager. Outcomes used to improve repair and service orders.**

Student wrote: Responsible for assisting and tutoring children

Revision: **Responsible for tutoring 5th-7th grade students in math, science, and computer usage in an after school program.**

Student wrote: Developed spreadsheets

Revision: **Developed financial spreadsheets consisting of client expenditures that were used by several Vice-Presidents in weekly project status meetings.**

Student wrote: Assisted the staff to improve their computer skills

Revision: **Tutored, trained and taught professional and office staff in using Excel, PowerPoint, Access, Adobe Photoshop, OptoFox, Quickbooks.**

Student wrote: Responsible for all bank functions to support daily operations.

Revision: **Responsible for numerous bank functions including the supervision of all tellers, verification of daily deposits, new accounts and transfers to member banking institutions.**

Student wrote: Utilized excellent customer service skills.

Revision: **Acquired and practiced excellent customer service skills by solving customer problems, effective handling difficult customers and making key contributions to the customer service work team.**

Student wrote: Stayed with a host family in Puebla, Mexico.

Revision: **While residing with a host family in Mexico, attended weekly seminars, workshops and symposia concerning the financial and accounting practices in Latin American corporations.**

Student wrote: Assisted customers seeking employment. Developed leads.

Revision: **Developed job and career leads for clients by internet research, phone and in person visits to area employers. Counseled and advised as to proper work behaviors, attitudes and demeanor.**