

How to Create My Resume

What is a Resume?

The goal of your resume is to convince employers you are the perfect fit for the job position they are offering. It summarizes your education, work-related experience, skills, and accomplishments in one or two pages. It is your first impression, so you want to make sure your resume is a compelling portrait of your strengths and skills.

What are Some Useful Tips to Create My Resume?

- Use a readable font (i.e. Times New Roman, Arial) in a 12 – 14 size. Try not to go lower than 10.5.
- Limit the use of horizontal/vertical lines, shading, images, graphics, etc.
- You can make section headers a little larger or **bold**.
- Read and understand the job post's required qualifications to target your resume for that position.
- Do not lie! Include only necessary and real info.

Resume Sections

Remember that you are the creator of your resume! Some of the following resume sections are optional. As we review each of them, we will realize their use and advantage. Let's take a look!



**Personal
Information**



• **Skills**

**Resume
Profile***

• **Work
Experience**



• **Education**











• **Extracurricular
Activities***

• **References***



Personal Information

The personal information section is located right at the top of your resume, and it is the first thing that recruiters will see when they review it. Be sure not to include any information (as shown below) that is simply not relevant or of no interest to the recruiter or hiring manager.

What to Include	What Not to Include
 Name (real legal name)	 ID Number, a phot, links to social media like Facebook, Instagram, Twitter, etc.
 Telephone Number (mobile phone), your address (city and country)	 Marital status or how many kids you have
 Email (you can include both your personal and Amazon email when applying for an internal position)	 Nationality, birth date
 LinkedIn Profile URL	 Sexual orientation, gender, spiritual beliefs

Resume Profile (Optional)*

It is a brief summary of an applicant's skills, experiences, and goals as they relate to a specific job opening. We can take into consideration the following description of an AVOC Associate:

"In my actual role as an AVOC associate level 2, I have developed resilience, endurance and adaptability/flexibility to changes. My job requires a great management of performing under stress, multi-tasking capabilities, ability to solve work-related problems, team working, being detail-oriented, taking short time decisions, and being a fast learner.

My goal in the next job is ..."

If you are going to write a profile for your resume, remember to:

- Keep it short. Show in a brief paragraph (between one and four sentences) your skills, accomplishments, and knowledge. You can include the years of experience you might have in certain fields (or if you are an undergraduate). **Use keywords!** Reflect your skills in this section, too.
- Use a label for this section (i.e. Summary of Qualifications, Career Profile, Career Highlights, Professional Summary, or just Summary or **Resume Profile**.)
- Place this section at the top of your resume page, above your work history, so that the employer can see it when they first review your resume.

Example for an English Teacher looking for an Editorial Position:

Resume Profile:

Detail-oriented English teacher with extensive college and high school teaching experience. **English major Director** with **strong leadership skills**, particularly in **assignment delegation** and **maintenance of set deadlines**. **Well-versed** in **syllabus planning** and **college paper editing**.

***Note:** Remember to showcase your skills (and the ones that match the position you are seeking). For instance, in this example, you will find indicators (**keywords**) of soft skills such as "detail-oriented", "leadership skills (you can add other skills, too)", and "delegation."

As well, we can find other skills under **keywords** that are more related to the technical side of the desired position such as "English teacher", "syllabus planning", and "college paper editing". Some of these skills might not be certificated; however, they are skills that were learned through experience, and they show who you are.

Skills

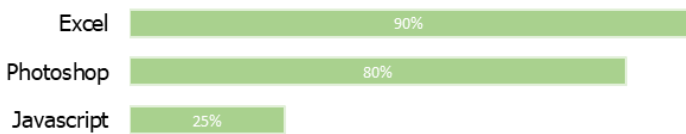
A skill is the ability to do something. We develop skills through experiences in life and work. In the workplace, you will use a combination of technical (hard) and personal (soft) skills.

Hard Skills	Soft Skills
Hard skills are learned abilities acquired and enhanced through practice, repetition, and education. Fluency in a second language, knowledge of Photoshop or PowerPoint, or expertise in carpentry are all hard skills that can be learned and improved upon with practice.	Soft skills are personal habits and traits that shape how you work, on your own and with others. Popular soft skills include communication, team work, integrity, empathy, open-mindedness, critical thinking, among others.

When you are going to write your skills on your resume, remember:

- Use the job description to customize your resume skills. Compare the skills that you do have with those in the job ad. Include in your resume all those that match.
- Do not exaggerate your qualifications. You can add skills that you consider are important even if they are not explicitly listed in the job description, but be careful!
- We can add a section for technical skills and another one for soft skills. Remember our skills have to match our desired position! If we want to, we can include only a section with just those technical skills, usually found in the basic and preferred qualifications section in the job post, that match ours. Our soft skills will be tested during the interview! You can use a bulleted list of your skills. Recall to be specific and precise with the way you write them.
- Add your work-related skills in the Work Experience section with **keywords**. Show that you have put them into practice by reflecting them in the descriptions of your past jobs' achievements.

For example:

Technical Skills: <ul style="list-style-type: none">• English Proficiency C1 Level (TOEIC)• Advance knowledge in Excel• Intermediate Photoshop knowledge• etc, ...	Skills:  <table><tr><td>Excel</td><td>90%</td></tr><tr><td>Photoshop</td><td>80%</td></tr><tr><td>Javascript</td><td>25%</td></tr></table>	Excel	90%	Photoshop	80%	Javascript	25%
Excel	90%						
Photoshop	80%						
Javascript	25%						
* When adding a language proficiency in the skills section, be sure to add your current level along with the test name that certifies it.	*Note: You can either use a bulleted list of your technical skills or, in a more visual way, percentages on a bar chart, to represent them.						

Work Experience

- Begin each item by stating the name of the company, time frame (if that experience lasted less than a year, you can include the months. If it is less than 3 months, it is better not to include it, except if it is a seasonal position, if so, be sure to specify), and job title (e.g. manager, AVOC Associate, customer care representative, etc.) List experiences in reverse chronological order (current or most recent experience first). If you are currently working, you can write the start year (and month if necessary) and "Present." For example:

AVOC Associate
Amazon, Feb 2021 – Present

ABC Company, Dec. 2018 – Jan. 2019
Customer Care Representative (Seasonal)

- The above items will be followed by your responsibilities in concise statements led by strong verbs. Focus on those skills and strengths that you possess and that you have identified as being important to your field. Use present tense for those activities which are ongoing and past tense for those with which you are no longer involved. Whenever possible, quantify your accomplishments and responsibilities. Be concise! There is no need to write a whole story, show your achievements in a few lines. You can use a bulleted list for your statements. Let's take a look at some examples for an AVOC Associate (**feel free to adapt them to your own experience! ***):

AVOC Associate
Amazon, May 2020 – Present

- Provided floor support to a 20+ team members through a support call/chat with an accurate opinion in a video audit on the shortest time possible.
- Reduced team chat consultations by implementing a partnership schedule to encourage associates' engagement, ownership and knowledge.
- Mentored new hires and current associates which led to a metrics improvement in possible knowledge gaps, accuracy, and speed.
- Met metrics target consistently and positioned in the assigned team and in the AVOC Rewards and Recognition Program as a long-term top performer in different categories.
- Proposed and implemented (e.g. x project* which one?) as part of (a group*, e.g. knowledge team, Emotional and Behavior team, Engagement team, consultation chat team, etc.) that (e.g. incremented the collaborative work toward a better understanding of the guidelines) (etc.)

Here is a list of action verbs and adverbs. Remember that we have verbs that are regular and irregular. Therefore, be cautious when writing the past simple form of any verb! We can also use adverbs in our statements to emphasize certain words. Be careful, and do not overuse or repeat any action verb or adverb. If you feel like the same verb fits every statement, look for synonyms and/or try to come up with more statements.

Action Verbs		
Adapted	Supervised	Tutored
Analyzed	Applied	Assessed
Coordinated	Delivered	Observed
Instructed	Taught	Assigned
Reviewed	Managed	Evaluated
Advised	Appraised	Organized
Counseled	Documented	Identified
Lectured	Motivated	Operated

***Note:** Let's make sure we are not using passive voice in our statements. Since the use of action verbs indicate that the subject of a sentence *does* or *did* an action, adapt your statements to active voice. This will draw the attention to what you achieved rather than the company or someone else's results.

Adverbs	
Accurately	Patiently
Cooperatively	Responsibly
Concisely	Analytically
Actively	Diligently
Courteously	Significantly
Competently	Precisely
Ambitiously	Effectively
Creatively	Pleasantly
Steadily	Assertively
Efficiently	Practically
Practically	Competitively

Education

- If you've recently graduated, place your education section before or in line with your work experience. Your schooling is likely the most prominent piece of your resume, so it is acceptable to make this one of the first sections for employers to see.
- If you're not finished with your degree, you can still include work you've done and when you plan to graduate. Employers are interested in what you're studying and any specific coursework or special recognitions relevant to the job. If you're still a student, place the education section just below your contact information and profile statement.

How to Include Your Degrees

Si tienes un título de:	➡	Include it in your resume as:
Bachillerato de Secundaria	→	High School Diploma
Diplomado Universitario	→	Associate's Degree
Bachillerato Universitario	→	Bachelor's Degree
Licenciatura	→	Degree or University Degree
Maestría	→	Master's Degree

How to list your completed education	How to list your incomplete or in-progress education
<ul style="list-style-type: none"> You can add the University's name, graduation date, degree (point out any specialization). <p>For example:</p> <p>Universidad Nacional de Costa Rica</p> <p>Bachelor's Degree in Psychology</p> <p>December 2020</p>	<ul style="list-style-type: none"> You can add the University's name, expected graduation date, degree (point out any specialization), you can add (in-progress) or (currently attending) in this section. <p>For example:</p> <p>Universidad Técnica Nacional</p> <p>Degree in Software Engineering (currently attending)</p> <p>Graduation date: February 2021</p>

Extracurricular Activities (Optional)*

- The term "extracurricular activity" refers to almost anything that isn't required for school credits or employment. These opportunities can provide you with valuable practical skills that will benefit you personally and professionally. Extracurricular activities that are considered assets on a resume often take the form of involvement in clubs, organizations and volunteer work.
- For instance, you will find below an example of someone who was part of a group at a university. You can write as well some of your responsibilities and achievements. This is experience as well, and it can help if you do not have too much work experience.
- Any volunteer work at your community, for example, that you consider is valuable, can be in your resume. However, if you want to add it to your resume, make sure it will make an impact. This is optional!



Let's take a look at this example:

Leadership Group, Universidad Técnica Nacional March 2018 – April 2019

- Collaborated and supported in specific activities for student events (e.g. talent shows, talks).
- Participated in talks regarding academic matters (e.g. scholarships, enrollment process).
- Provided guidance and academic support to new students (e.g. how to enroll, info about majors).

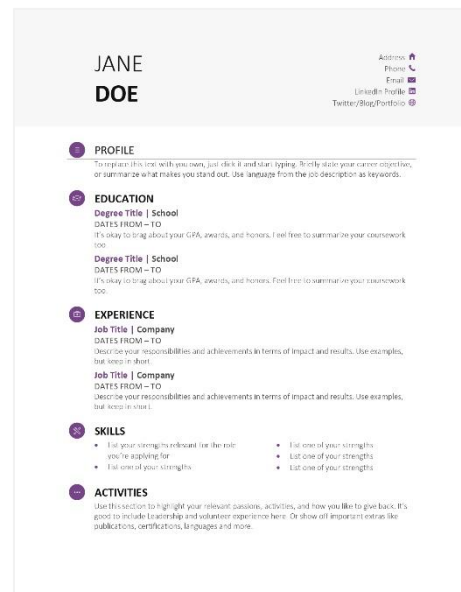
References (Optional)*

References are not necessary to include in our resume. In case we were asked for references at any time, we should know which people we should and should not ask for a professional recommendation:

People you should ask 	People you should not ask 
<ul style="list-style-type: none"> Former manager Current manager Former or current colleagues Professors (if you are early in your career and do not have many former managers) 	<ul style="list-style-type: none"> Family Friends Anyone who fired you/any employer you were fired from Anyone not expecting a call Your cousin's friend's daughter's boyfriend

Resume Templates

***Note:** Here are some resume templates examples that are available on the internet and/or Microsoft Word. For instance, when creating a new Word document, type "Resume" in the search bar, and you will find many templates for you to select and adapt. You can find more options on websites such as Canva.com ([click here](#)) where you will have free templates to edit and download!



- **Can I include a photo?**
 - Yes, you can, but it depends on the industry you are applying to. However, it is not recommended because you should be evaluated according to your experience, achievements, and knowledge and not based on your physical appearance. If you decide to include a photo, make sure it looks professional (preferably with a plain background, no selfies, no filters).
- **How many pages long should my resume be?**
 - Our resume should be concise. It is recommended to have one page for every 10 years of experience. Remember that we can create our resume in a precise way that shows to the recruiter how we match with the desired position.
- **Should I proofread my resume before applying to a position?**
 - Yes, yes, and yes! Read again and again for any grammatical and spelling errors and/or awkward wording. Let's ask a friend or someone you trust to read over your resume to give you any feedback.
- **What file format should I use to send/upload my resume?**
 - Most common formats are word document and PDF. It is recommended to always save and send/upload it in a PDF format to avoid any possible editing by someone else or change in the document's formatting.
- **If I apply to another position inside Amazon, should I include my personal email and my Amazon email?**
 - Yes, you can. We can include both emails in the personal information section when applying to an internal position. **Do not include your current company's email if applying to another company.** * Besides, remember to update your contact information and resume in your Job Finder profile before applying to any job.
- **How can I look for positions inside Amazon?**
 - Job Finder is the answer! You can click on the following link to look for jobs you might be interested in <https://www.amazon.jobs/en/internal/>. You can type in keywords or titles, and you can also filter your search by using the options on the left side. Besides, remember to update your contact information and resume before applying to a job by clicking on "My Profile" on the top right corner.