

# Techno Functional Soft Skills

AWS re/Start: Resume Guidance

## Writing a resume

When writing a resume, include the following sections:

- **Contact information**

Be sure to include your first and last name, email address, phone number, and physical address. Use an email address that you check regularly.

- **Summary**

Briefly summarize your qualifications and skills that you want to highlight to pique an employer's interest and demonstrate that you are a good candidate. The skills that you mention here should be relevant to the jobs that you are pursuing, and they should indicate your career interests.

- **Experience**

The experience section should provide brief, straightforward details about relevant experience that you have. This information should include the company or organization name, your title or role, the dates that you held the role, and a brief description of your responsibilities.

Use action verbs to describe your work (communicate, develop, coordinate, and others). Where possible, consider incorporating key words from the job descriptions that you are interested in.

If you don't have directly applicable job experience, it's appropriate to include informal jobs, such as babysitting, lawn mowing, and others. You can also include volunteering, internships, school activities, and community activities.

Be sure to consider any skills from those jobs and activities that are relevant to the jobs that you are pursuing. Some examples of relevant skills include customer service and communication.

- **Education**

Include all your academic degrees, formal training, professional development courses, and certifications.

- **Skills**

Skills that you list in this section should be relevant to the jobs that you are pursuing. Leave out unrelated skills.

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Skills can include both hard skills and soft skills. Soft skills are typically transferable, and they are valued no matter which job or industry you want to work in. Examples of soft skills can include collaboration, problem solving, communication, adaptability, and customer service. This list is short, and you might have acquired other soft skills through previous jobs or activities that would be valuable to list on your resume.

Hard skills are specific knowledge and abilities that you have acquired and that you could apply in a new role.

- **Accomplishments, awards, and honors**

If you have received awards that highlight or demonstrate relevant skills for employment, be sure to include them. Additionally, if you have accomplishments that might be of interest to prospective employers and you haven't already mentioned them, you can list them here.

## Good resumes

A good resume must be easy to read. Use a standard font and a font size of 10–12 point. Include white space to further improve the readability of your resume and to increase the appeal of the layout.

Order your resume to put the most relevant sections first. A prospective employer who has many resumes to review might not read your resume to the end.

In addition, make sure that the information that you provide about your education and skills is directly relevant to the jobs that you're applying for.

## Resume mistakes to avoid

- **Lying.** No matter how tempting it might be to stretch the truth, lying on your resume is always a bad idea. You might get an interview and you might even get the job, but you'll struggle to live up to the expectations that your resume sets.
- **Padding.** Don't include personal hobbies or other unrelated information to fill the page.
- **Typographical errors (typos) and other mistakes.** A resume with typos and inconsistencies is not persuasive. Ask a trusted friend or family member to proofread your resume.

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## Resume comparison

The next pages contain an example of a bad resume (Martha Rivera) and a good resume (Shirley Rodriguez).

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**Martha Rivera**  
18 Main St  
Anytown, USA  
(111)555-0100

### Education

**AWS re/Start**  
Graduation: February 2021

**Example High School, Anytown, USA**  
Graduation: 2017  
3.2 GPA

### Employment Experience

**Fall 2018-present: Internal Consultant for Example University**

I am the process consultant in Undergraduate Studies. I try to make our systems better. I interview professors, assist with a student focus group, and write recommendations. I also made an Organizational Process Manual. I help professors in systems, in communication, and leadership decisions.

In the School of Entrepreneurship, I worked as the communications Assistant. I was in charge of different communications projects. I made media and event communications. I also wrote things to make the SE website easier to read. I taught co workers some Word formatting tricks and I improved powerpoint presentations.

**Summer 2018: ExampleGolf**

I was the Golf Pro Shop Supervisor, running operations of a new store. I was in charge of marketing, retail purchasing, and systems of operations, I decided how to run the office.

**Fall 2017: AnyCompany Banking Office Assistant**

I made a training manual, worked on accounts and helped with paperwork.

**Summer 17: Intern at Example Corp. Investments**

I helped others learn financial software, I worked on accounts, stocks, bonds, and Mutual Funds. I helped with surveys and events.

### Achievements

**Tennis Team Captain 2016-2017**  
**Student Council 2015-2017**

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### Shirley Rodriguez

[shirleyr@example.com](mailto:shirleyr@example.com)

111.555.0199

100 South Boulevard

Anytown, USA

<https://www.examplesocialnetwork.com/profile/shirleyr/>

### SUMMARY

Motivated, curious, and responsible individual positioned to contribute to cloud-focused support and operations.

### EXPERIENCE

Hotel Front Desk Associate, Example Hotel — Anytown, USA

November 2019–November 2020

Assisted customers with room reservations, check-in and check-out, and special requests.

Responsible for checking room availability, creating customer reservations in the reservation system, and providing assistance with customers' questions or needs, in person or by phone.

Frequently required juggling high volumes of customer requests during fully booked dates during the summer concert season.

Pet Sitter, AnyCompany Pet Sitting — Anytown, USA

June 2016–October 2019

Created successful pet-sitting business, including dog walking, pet feeding, and play visits.

Responsible for marketing services, establishing customers, scheduling visits, delivering scheduled services, and maintaining customer relationships.

### SKILLS

- Strong verbal and written communication skills, with the ability to explain technical information to non-technical users
- Customer service skills, with the ability to remain professional in stressful, high-pressure situations
- Effective problem solving through analysis
- IT fundamental skills, including a working knowledge of Linux OS and writing scripts in Python and Shell
- Experience applying core AWS services in compute, storage, and networking, including Amazon Elastic Compute Cloud (Amazon EC2), Amazon Simple Storage Service (Amazon S3), AWS Identity and Access Management (IAM), Amazon Virtual Private Cloud (Amazon VPC), AWS Lambda, AWS CloudFormation, Amazon Relational Database Service (Amazon RDS), and Amazon Route 53
- Experience configuring, monitoring, and supporting the suite of core AWS services
- Experience with Microsoft Excel
- Experience with Microsoft Word

### EDUCATION

AWS re/Start

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Attended a 12-week, full-time, classroom-based skills development and training program on IT fundamentals, AWS Cloud, and professional skills.

Graduation: February 2021

Example High School, Anytown, USA

Graduation: May 2017

### ACCOMPLISHMENTS

- AWS Certified Cloud Practitioner – October 2020
- Customer Service Award – June 2020
- Received award for customer service recognition and ability to work well with the other team members.