

Example Résumé Format

Your contact info	Jane Smith 101 Main Street Boise, ID 83701 (208) 555-5555 JaneSmith@email.com	
Employment goals	Objective (optional) I want to gain the position of Customer Service Specialist with opportunity for future advancement within the company. Career Highlights / Qualifications (optional) I have worked as a Customer Service Specialist for the last two years. Previous to that, I was a cashier/clerk for three years. Throughout these years, I have honed my customer service skills and my problem solving skills. I have worked both independently and in a team. I have been a supervisor of a team of ten employees. I have also volunteered at the Humane Society for a year. Experience Humane Society Boise, ID (208)555-1111 June 12, 2010-June 12, 2011 Volunteer Dog grooming, cleaning, general maintenance. Doggy Day Care Boise, ID (208)555-2222 May 3, 2006-June 20, 2011 Cashier, Customer Service Specialist Customer service, handling money, supervising team. Education Boise State University, BA in History, Spring 2013 Dean's list 3 consecutive semesters Skills Customer service Problem solving Independent or team work References available upon request	List skills, traits, and experience relevant to the position for which you are applying
List the company names, dates of employment, positions held, and a list of duties		List recent schools attended, degrees attained, and any special awards and honors
Skills related to the position		Have a separate list of references to give to employers upon request

TIPS AND TRICKS

The most important tip there is: TARGET YOUR RÉSUMÉ! A résumé is NOT your professional biography. It is a marketing tool you use to sell yourself to a *particular* employer.

- **Job descriptions are your cheat sheets!** If there is a posted job description for the position you're applying for, this tells you what the employer is looking for. If there isn't one, call and try to get more information.
- **Be direct and clear** about how your experience relates to the job you're applying for. Don't make them guess or have to assume things.
- **Address the WHOLE job description**, not just the qualifications section. Consider each and every task listed on the description, and for each one that you have done before, or done something similar (where you used the same skills), list it on your résumé. Don't leave out *anything* on the job description that you've done or can do, even if it doesn't seem important to you. If they put it on there, they think it's important!
- **Think about how your résumé might be reviewed.** Might it be screened by an HR department before ever going to the department that's hiring? (If it's a larger company, the answer is almost always yes!) Think about what this means. Someone in your field may be able to see how your experiences could have prepared you for this job, but the HR staff are not experts in your field. What they know about the job is what's in the job description, so this is what they will be looking for in your résumé to determine if you are qualified! So, in this case,
- **The best résumé is the one that most closely matches the job description** (without copying it word for word or lying!)
- **Determine the order** you list things based on what the employer is going to care the most about. This applies to your categories as well as the information in them. For example, which is your stronger selling point, your education or your experience? Your job title or the company you worked for? The degree you got or the school you got it from?