



Technical Skills	Consulting Skills	Leadership	Communication	Problem Solving
Adapted	Advised	Administered	Arranged	Acted
Applied	Aided	Aligned	Authored	Aligned
Assembled	Analyzed	Analyzed	Collaborated	Composed
Built	Answered	Appointed	Communicated	Created
Computed	Assisted	Approved	Consulted	Customized
Conducted	Clarified	Assigned	Contacted	Designed
Configured	Coached	Assisted	Corresponded	Developed
Debugged	Contributed	Attained	Defined	Diagnosed
Designed	Consulted	Authorized	Discussed	Directed
Developed	Demonstrated	Chaired	Drafted	Established
Diagnosed	Diagnosed	Coordinated	Edited	Modeled
Engineered	Educated	Decided	Explained	Performed
Implemented	Encouraged	Delegated	Interacted	Planned
Installed	Evaluated	Directed	Interpreted	Provided
Maintained	Explained	Established	Interviewed	Recommended
Migrated	Facilitated	Executed	Joined	Shaped
Operated	Guided	Led	Listened	
Participated	Helped	Managed	Negotiated	
Performed	Individualized	Mentored	Observed	
Planned	Informed	Motivated	Participated	
Programmed	Instilled	Organized	Presented	
Provided	Instructed	Oversaw	Recommended	
Remodeled	Persuaded	Planned	Reported	
Solved	Planned	Prioritized	Responded	
Standardized	Recommended	Reviewed	Translated	
Upgraded	Resolved	Scheduled	Wrote	
	Simplified	Supervised		
	Supported			
	Taught			
	Trained			
	Volunteered			

## Resume 1.0 Workshop

This worksheet will help you to create and organize your resume. Then you can place the information in your preferred resume format: Chronological or Functional

**NAME/CONTACT INFORMATION (HEADING):** This section should always be centered and appear at the top of your resume. Your name can be 12pt or larger, but the rest of the resume should be between 10-12pt.

Name: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Professional Website (LinkedIn): \_\_\_\_\_  
Present Address: \_\_\_\_\_  
Phone # where you can always be reached: \_\_\_\_\_

**SUMMARY and/or HEADLINE:** Write 3 or 4 bullets or sentences that summarize why you would be an asset to your new employer. Your statement should highlight your relevant strengths and applicable skills, knowledge, and experience.

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### WORK HISTORY (of PROFESSIONAL EXPERIENCE:

(List paid/unpaid jobs, volunteer work, internships, etc., starting with the most recent and working in reverse chronological order)

1) Position Title | Organization | City, State | Month/Year – Month/Year

\_\_\_\_\_

List skills/strengths/abilities utilized, accomplishments, and completed projects/outcomes. Begin phrases with ACTION VERBS (present tense for current positions, past tense for others).

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

2) Position Title, Organization, City, State

Month/Year – Month/Year

\_\_\_\_\_

List skills/strengths/abilities utilized, accomplishments, and completed projects/outcomes. Begin phrases with ACTION VERBS (present tense for current positions, past tense for others).

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### EDUCATION (Most Recent School First):

School, City, State: \_\_\_\_\_

Degree, Major: \_\_\_\_\_

Date of Graduation (or Expected Graduation) if recent/explaining a career gap: \_\_\_\_\_

- Minor(s): \_\_\_\_\_
- Relevant Coursework/Projects: \_\_\_\_\_
- Honors/Awards/Scholarships: \_\_\_\_\_
- Other Relevant Experiences: \_\_\_\_\_

School, City, State: \_\_\_\_\_

Degree, Major: \_\_\_\_\_

Date of Graduation (or Expected Graduation) if recent/explaining a career gap: \_\_\_\_\_

- Minor(s): \_\_\_\_\_
- Relevant Coursework/Projects: \_\_\_\_\_
- Honors/Awards/Scholarships: \_\_\_\_\_
- Other Relevant Experiences: \_\_\_\_\_

## SKILLS

Highlight specialized skills that set you apart from other applicants. You may include any technical/computer skills or language skills that the employer requires in this section. Prioritize your bullets according to relevance to the job to which you are applying.

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

*(You may include a brief description of your involvement in the following activities, especially if it is related to the position for which you are applying. Again – Remember to use ACTION VERBS if including a descriptive statement.)*

## LEADERSHIP & ACTIVITIES:

Position Title (if any), Organization  
Month/Year

Month/Year –

Position Title (if any), Organization  
Month/Year

Month/Year –

## VOLUNTEER & COMMUNITY SERVICE:

Organization, Location  
Month/Year

Month/Year –

Organization, Location  
Month/Year

Month/Year –

## ADDITIONAL SECTIONS:

The headings that you use depend on what you want to emphasize. You may decide to categorize your experience into “Relevant Experience” and “Additional Experience.” Maybe you want to focus on your leadership experience, or your language proficiency, volunteer work, publications, or technical skills. REMEMBER: You can CREATE your own headings.

### Other headings may include:

Academic Achievements  
Internships  
Community Activities  
Volunteer Experience  
Memberships  
Professional Affiliations  
Credentials  
Military History  
Language Skills

Leadership Experience  
Technical Skills  
Licenses and Certifications  
Professional Accomplishments  
Publications  
Scholarships  
Professional Development  
Computer/Technical Skills  
Travel Experience.....etc.

## CHRONOLOGICAL RESUME

# Guillermo Gomez

75 Federal St., Boston, MA 02110 | 617-555-5555 | ggomez@xyz.com

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Bilingual (English/Spanish) **Crew Member** with experience in fast-paced environment. Recognized for excellent customer service with multiple Employee of the Month awards. Able to handle all food prep equipment, cash registers, and POS databases. ServSafe Certified. ChokeSaver Training.

## WORK HISTORY

**DeLuxe Luncheonette**, Boston, MA  
**Crew Member**

2014-2017

- Made 100+ sandwiches during 2-hour lunch shift in company's busiest location while applying safe food handling practices in compliance with regulations.
- Handled up to \$5,000 in cash and credit/debit transactions per day.
- Earned Employee of the Month award for providing outstanding customer service; only Crew Member out of 20 to receive that recognition 3 times in one year.
- Generated up to \$100/day in additional food sales by suggesting other menu items to customers.
- Trained 8 crew members.
- Maintained sanitary environment by cleaning counters, work stations, and dining areas.
- Unpacked supplies and stocked shelves.

**Coffee Café**, Boston, MA  
**Counter Staff**

2012-2014

- Greeted customers and took orders, serving an average of 100 customers per day.
- Prepared orders, ensuring proper food handling.
- Processed daily cash and credit/debit transactions of up to \$2,000, and entered them into POS database.
- Received 97% "Excellent" ratings in customer satisfaction survey.
- Ensured facility was clean and in compliance with all sanitation regulations.

## EDUCATION

University of Oaxaca, Oaxaca, Mexico  
Baccalaureate degree

## CERTIFICATIONS

ServSafe, 2017  
ChokeSaver Training, 2016

## CHRONOLOGICAL RESUME

### Jasmine Smith

Greater Boston, MA 02110  
617-555-5555  
jasmine.smith@gmail.com

#### SUMMARY

**Sales Associate** with strong customer service skills in a fast-paced environment. Background includes, processing sales transactions and providing product information to increase sales.

#### SKILLS

- Interpersonal Skills
- Problem Resolution
- Time Management
- Communication
- Point-of-Sale Software
- Money Handling

#### WORK HISTORY

**Walmart**, Boston, MA, 07/2019- 11/2021

##### **Sales Associate**

- Greeted up to 200 customers/shift and offered assistance.
- Answered questions, provided information and made recommendations to customers about merchandise.
- Processed cash and credit card transactions quickly and accurately.

**Marshall's**, Boston, MA, 09/2015 – 06/2019

##### **Sales Associate**

- Provided customer service in a fast-paced environment.
- Learned and communicated technical information about clothes to customers with little specialized knowledge.
- Handled payments for merchandise with accuracy.

**A+ INSURANCE AGENCY**, Boston, MA, 07/2008 – 12/2009

##### **Sales Agent**

- Provided information about various insurance products and rates.
- Encouraged customers to purchase additional coverage.
- Assisted customers when they filed a claim.

#### EDUCATION

**Diploma**, East Boston High School

## COMBINATION RESUME

### Jasmine Smith

Greater Boston, MA 02110

617-555-5555

jasmine.smith@gmail.com

### SUMMARY

**Sales Associate** with strong customer service skills in a fast-paced environment. Background includes, processing sales transactions and providing product information to increase sales.

### SKILLS

- **Interpersonal Skills** – Assisted up to 200 customers per day in busy retail company.
- **Problem Resolution** – Helped customers filing insurance claims following automobile accidents.
- **Time Management** – Provided efficient customer service in order to serve more customers.
- **Communication** – Answered questions about products and merchandise.
- **Point-of-Sale Software** – Used POS software to process transactions efficiently.
- **Money Handling** – Handled cash and credit card payments for merchandise with 100% accuracy.

### WORK HISTORY

**Walmart**, Boston, MA, 07/2017- 07/2019

#### **Sales Associate**

- Greeted up to 200 customers/shift and offered assistance.
- Answered questions, provided information and made recommendations to customers about merchandise.
- Processed cash and credit card transactions quickly and accurately.

**Marshall's**, Boston, MA, 10/2015 – 06/2017

#### **Sales Associate**

- Provided customer service in a fast-paced environment.
- Learned and communicated technical information about clothes to customers with little specialized knowledge.
- Handled payments for merchandise with accuracy.

**A+ INSURANCE AGENCY**, Boston, MA, 07/2008 – 9/2015

#### **Sales Agent**

- Provided information about various insurance products and rates.
- Encouraged customers to purchase additional coverage.
- Assisted customers when they filed a claim.

### EDUCATION

**Diploma**, East Boston High School