



# The Five C's of Resume Writing

A resume briefly summarizes your experiences and highlights your skills and qualifications. **Customize** your resume to fit each job target, adjusting it every time to show a clear fit between you and the position you're applying for. Help your potential employer see you as the best candidate for the job so you get to the next step in the hiring process! You can do this by...

- ✓ Tailoring sections of your resume to your target ("Sales Experience" for sales jobs, "Health Care Experience" for health care jobs, etc.)
- ✓ Organizing your resume so the most relevant sections come first
- ✓ Focusing on describing transferable skills and accomplishments from your education, work, and other experiences rather than your generic duties
- ✓ Using keywords from the job description/employer website in your resume

Ensure that your resume is a **concise**, yet descriptive, representation of what you've accomplished and what you have to offer to employers. Do this by...

- ✓ Keeping your resume to one page; however, there are instances when a longer resume may be appropriate (see Career Center staff for advice)
- ✓ Describe your experiences using bulleted action statements that begin with verbs, not full sentences; avoid personal pronouns like I, me, or my
- ✓ Add details and quantify so employers have a clear understanding of what you're describing ("Trained 20+ employees over a 2-year period")

Your resume's format should be **clean** and **consistent**, making the document appealing and easy to read quickly. Make a good impression by...

- ✓ Using fonts sizes (10-12 point) and styles (Arial, Times New Roman, Tahoma, Calibri, Georgia, Gill Sans MT, etc.) that are easy to read
- ✓ Adding bolding and italics to set important information apart, like section headings, degrees, job titles, etc.
- ✓ Using spacing and margins wisely, creating a balance between text and white space on the page; margins should be 0.5"-1" in size
- ✓ Creating clean lines of text by avoiding excessive indentations/sub-bullets
- ✓ Making the format and placement of text consistent throughout the document so information can be found quickly and easily

Finally, your resume should always be **current**. Stay up-to-date by...

- ✓ Updating your resume and bringing it to the DMACC Career Center for a review at least once each year
- ✓ Creating a master record of all of your experiences from school, work, etc. that you can add to easily and refer back to when updating your resume
- ✓ Removing outdated information that can be replaced by more recent, relevant content; typically, experiences from high school or those that are older than ten years can be omitted

**The DMACC Career Center is here to help you!**

DMACC Career Center | Ankeny Campus, Building I

Hours: Monday — Friday | 7:30 a.m. to 4:00 p.m.

Appointments: (515) 964 - 6200; Dial "0"

Email: [careers@dmacc.edu](mailto:careers@dmacc.edu)

Phone: (515) 964 - 6463



# Jane Doe

1234 Main Street, Somewhere, Iowa 5xxxx | Phone: 555-555-5555 | Email: janedoe@email.com

## EDUCATION

**Associate in Science Degree: Business Administration**, Expected May 20xx

Des Moines Area Community College, Ankeny, Iowa

- GPA: 3.35/4.0
- Related Coursework Completed: Principles of Accounting, Principles of Banking, Intro to Investments, Introduction to Insurance, Business Law I

## WORK EXPERIENCE

**Lead Teller**, August 20xx - Present

ABC Bank, Somewhere, Iowa

- Supervise staff of eight tellers; organize schedules and oversee the hiring and training of all new staff
- Demonstrate strong interpersonal and conflict management skills while interacting with bank customers
- Complete financial transactions in an accurate and efficient manner
- Enhance quality of service by referring customers to appropriate staff, products, and services

**Teller**, December 20xx - August 20xx

DEF Bank, Somewhere, Iowa

- Awarded “Employee of the Month” twice for providing the most new account referrals
- Provided friendly and timely customer service to drive-through and inside patrons
- Adhered to and enforced all bank policies and procedures to ensure accurate and ethical service

**Administrative Associate**, May 20xx - December 20xx

GHI Corporation, Somewhere, Iowa

- Developed professional communication skills while interacting with clients in-person and on the phone
- Showed keen attention to detail while creating and updating Excel spreadsheets and Access databases
- Wrote correspondence and managed schedules for three professional staff members

## COMMUNITY SERVICE

**Treasurer**, May 20xx - Present

Main Street Neighborhood Association, Somewhere, Iowa

- Keep accurate financial records for a neighborhood association with an annual budget of \$17,000
- Write monthly budget reports for publication in association newsletters
- Collect annual dues from 26 association members for deposit in association’s master account

**Big Sister**, January 20xx - Present

Big Brothers Big Sisters of Central Iowa, Somewhere, Iowa

- Develop a mentoring relationship with a 12-year old girl to provide guidance and support
- Assist Little Sister with homework by explaining complex topics in understandable terms

## SKILLS

- Proficient in Microsoft Office Suite and NuPoint Teller software
- English (native) and Spanish (fluent)