

What to Include



A good first step in creating your resume is to think about the information you want to include. It may be a good idea to gather information about past jobs and to brainstorm lists of skills and accomplishments before you start typing your resume on the computer.



	BAILEY
SUMMARY	
	Experienced and results-oriented administrative professional with proven abilities in customer service and communication.
EXPERIENCE	
2008 - present	Administrative Assistant, Nixon & Lindstrom Insurance
	 Excel in role requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency.
	 Demonstrate proficiencies in telephone and front-desk reception within a high-volume environment.
	 Led cleanup of company database and files. Restored organization to personnel, financial and operational records and accelerated data input, processing and retrieval times.
2001 - 2008	Receptionist, Ozarks Community College
	 Served as first point of contact for students, faculty and staff calling or visiting the main administrative office.
	- Transformed previously manual processes relating to vendor/supplier

Let's take a look at what to include in each section of a resume. We'll start with the contact information. The contact section is very important, so it is typically at the top. It should include a name, phone number with area code, and an address. It can also include an e-mail address. Be sure that your voicemail or answering machine message is professional and appropriate.

	840 Boonville Avenue, Springfield, MO 65802 417-555-1212 mbailey22@gmail.com
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EXPERIENCE	
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You'll also want to be sure that any e-mail address you include is professional and appropriate.





Don't use an email with your current employer unless you have permission for personal use of that account.



If you include an email address in the contact information, be sure to check your email regularly, to see if you received any emails from potential employers.



MAR	BAILEY
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The next section is often a summary or an objective.



A summary briefly describe why you would be a great fit for the job. An objective outlines your career goals.



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The summary or objective is typically used to highlight some of the strengths you bring as a candidate. It is also very short in length.

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The work history section is next. Here, jobs are listed in reversed chronological order with the most recent job at the top. Keep the job you're applying for in mind, as you decide which positions to list, and how to describe them. Try to cover several recent years of work history, and focus on the most relevant experiences.



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For each job, you'll need to list the dates worked, job title, and company name. Dates can be listed as a year without mentioning the month, but it makes sense to include the month when the job is recent or only lasted for a short time.

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Some resumes also list the city and state where the job was located.





You'll also list job duties or specific accomplishments. This is typically the most detailed part of the resume, and is the most time consuming to create. That is why brainstorming skills and accomplishments in each job is a good way to start when creating a resume.





Try to think of about 3 - 5 different tasks or accomplishments to write about. Each statement should be descriptive but concise. You don't want to repeat yourself or include details that aren't relevant. Try to list some unique job duties for each position in your work history, even if jobs were very similar. You don't want to list the same things over and over.





When you are writing your job duties, think about adding a lot of action verbs. These are verbs like manages, develops, assists, completes. If it's for a job where you are still employed, use the present tense. If it's a previous job you held, use the past tense like managed, developed, assisted, or completed.

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EDUCATION	
2001	Bachelor of Arts, Missouri State University
1998	Associate of Arts, Columbia College
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CERTIFICATIO	

Next is the education section. Often a job will have an educational requirement, and this section will allow you to be clear that you meet that requirement. If you graduated high school more than a year or two ago, you wouldn't typically list it unless you don't have additional education to list.



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Do list any schools you attended after high school, as well as the degree you received.

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"Currei	ntly enrolled"
"Currei	pated graduation 2014"

If you are currently enrolled in a school, you can list "Currently enrolled", instead of listing a date. You can also mention when you expect to graduate, listing for example, "Anticipated graduation 2014".



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If you attended high school or college but did not graduate, you can list the dates you attended or the number of credits you received. You can also list a GED or certificates and licenses that you've earned.

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2001	Bachelor of Arts, Missouri State University
1998	Associate of Arts, Columbia College
2015	Microsoft Office Specialist
2011	Certified Administrative Professional
2008	Professional Administrative Certificate of Excellence

If you have many special certifications in your field, you may want to create a separate section for them.

