

## RESUME REFRESH



Welcome to Resume Refresh. To learn more about how to take your resume from dull to stellar, use the menu options on the right. You can return to the main menu at any time by using the purple home button at the top of the screen.



Quick Tips

Formatting

Content

Writing Bullet Points

# RESUME REFRESH

By the end of this training, you will be able to:

- Create the essential components of a resume
- Format your resume to meet ATS standards
- Write accomplishment statements

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# Quick Tips

Your resume is the answer to the employer's hiring problem. Customize your resume for every job.

## Avoid templates

Avoid using pre-made templates as these often contain tables Applicant Tracking Systems (ATS) cannot read.

## The job description is the problem statement

Remove Objective and References Available Upon Request

## Think towards the future

Write your resume for the job you want, not the job you already have.

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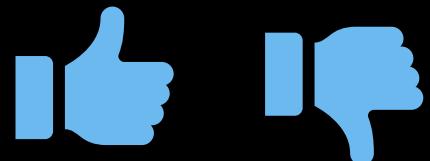
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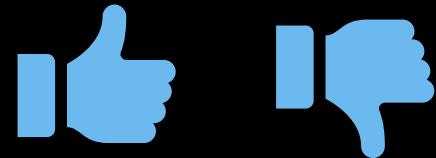
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# LET'S PLAY A GAME

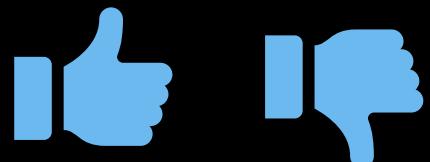
YOUR RESUME IS A LIST OF ALL  
YOUR DUTIES



LISTING "REFERENCES AVAILABLE  
UPON REQUEST" IS STILL  
RECOMMENDED



TEMPLATES ARE HELPFUL BUT  
CAN BE HARD FOR AN ATS  
TO READ

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# CORRECT!

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# Formatting

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**Rodney Ram, LSW**  
Richmond, VA 23284 • 804-828-2222 • rodneyaram@vcu.edu

Licensed Social Worker with 5+ years experience support families and communities across the Richmond region. Strong grant writing experience, resulting in over \$100,000 in awards over 10 years. Specialization in family dynamics.

**SOCIAL WORK EXPERIENCE**

**Family Advocacy Coordinator, Stop Child Abuse Now, Richmond, VA** June 2015 – May 2021

- Communicated with a multidisciplinary team of service providers involved in cases of severe sexual and physical child abuse: law enforcement, child protective services, prosecution, mental health, medical services, and victim advocacy
- Maintained confidentiality of records relating to clients' information and records by only communicating with the multidisciplinary team and other trusted members involved and storing records in private storage
- Documented and maintained client-related paperwork, including progress notes, client records, forensic interview notes and case information
- Winner of \$50,000 grant through the BeNICE Foundation to improve student and parent communication
- Improved report management initiatives with project management principles resulting in 40% reduced time

**Case Manager, Communities in Schools of Richmond, Richmond, VA** August 2011 – June 2015

- Provided excellent case management to three students by referring them to resources in the community
- Advocated for the rights of children in low socioeconomic households to provide the best possible resources available, as well as assess the needs of students, families, and faculty to enhance the Carver community
- Facilitated and designed groups for high school aged students to help improve behavior, academic success, social skills, and self-esteem

**COMMUNITY LEADERSHIP EXPERIENCE**

**United Methodist Family Services, Volunteer, Richmond, VA** November 2017 – April 2020

- Engaged with children ages three to five through interactive activities leading to educational development

**Frances and Mary Youth Center, Volunteer, Richmond, VA** September 2011 – December 2018

- Key member of fundraising committee, raising \$75,000 through annual events and donor drives

**SKILLS**

Technology:

- Microsoft Office Suite: Word, Excel, PowerPoint; Noldus, SPSS

Language:

- Spanish: fluent
- Arabic: novice speaker; intermediate understanding

**EDUCATION AND CREDENTIALS**

**Virginia Commonwealth University (VCU), Richmond, VA**

Master of Social Work May 2015

Bachelor of Social Work, Minor: Psychology May 2011

Virginia Social Work Credential – A13043 December 2015 – December 2025

Use bold, CAPS, *italics* and underlining strategically and sparingly

Be consistent with heading style and margins

Use one font style and size (except for your name and/or headings)

Font Size: no smaller than 11-point font

Avoid paragraphs

Use bullets, not dashes

Resumes should be one to two pages if possible

Additional pages are justified if they includes relevant, significant information

If you use more than one page, make sure you include "Name, Page #" & avoid stragglers on all subsequent pages

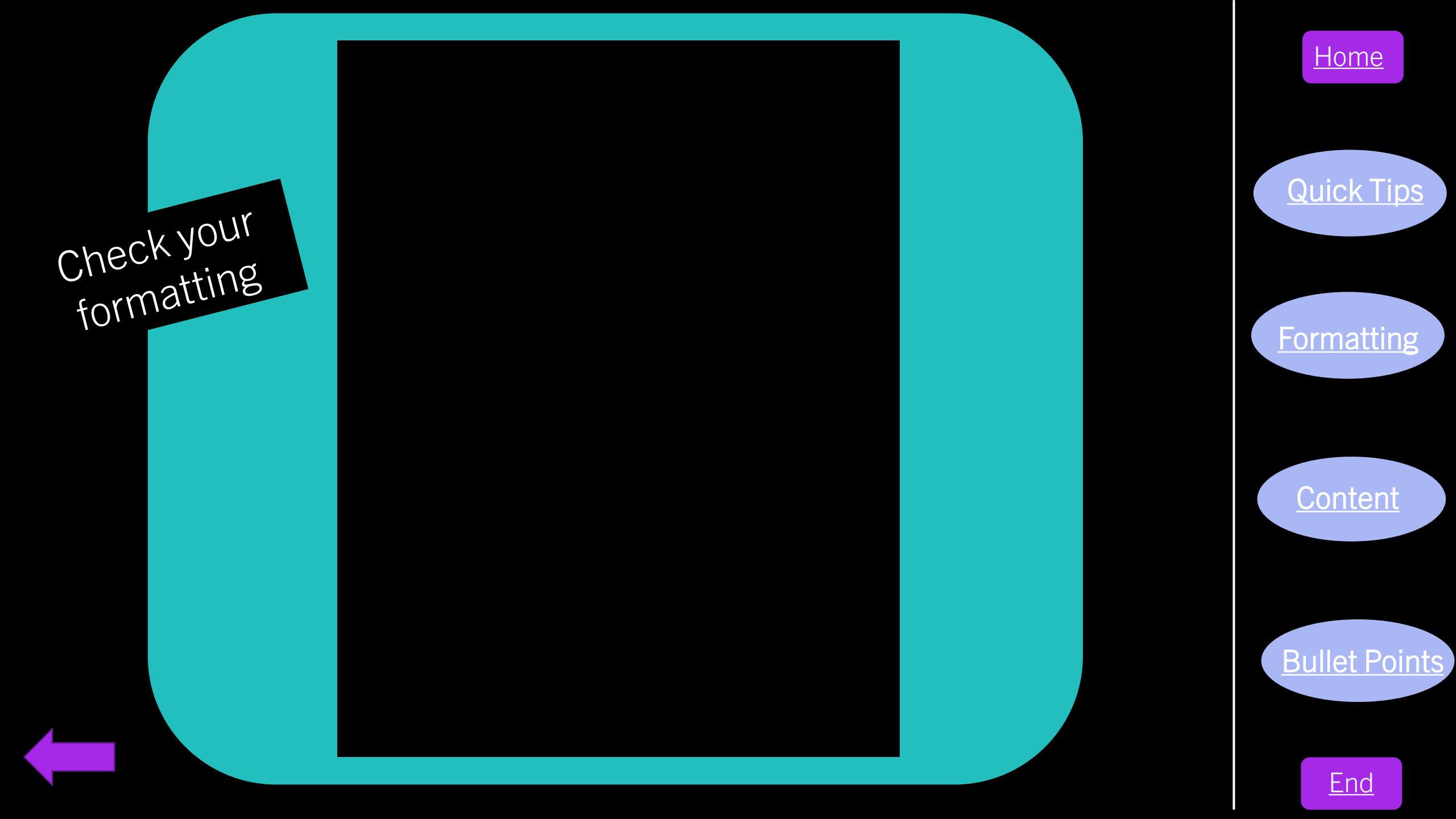
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Check your  
formatting

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## Core Categories

- Name and contact information
- Professional Summary
- Experience
  - Including title, organization, and dates
- Education and Certifications
- Skills

## Additional Options

- Community and Volunteer Leadership
- Memberships
- Trainings, Workshops, and Conference attendance
- Presentations and Publications
- Related Projects and Courses

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# Time to Reflect

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Which categories you will include in your resume?

- Name and contact information
- Professional Summary
- Experience
- Education
- Community and Volunteer Leadership
- Memberships
- Skills
- Trainings and Workshops

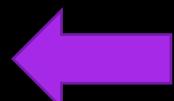


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# Writing Bullet Points

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Add **relevant** experience and technical skills

Can include unpaid experience, internships or volunteer work

Avoid personal pronouns - no “I”

Focus on **skills and accomplishments**, not long list of duties

Quantify and describe when possible

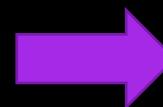
Use bullet points, not paragraphs

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# Writing Bullet Points

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Create accomplishment statements for each bullet point listed under your experiences.

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**Accomplishment statements are:**

**Action verb + Descriptor of accomplishment (quantify) + Impact**

## Example 1

- Improved report management through implementation of project management principles resulting in 40%-time savings

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## Example 2

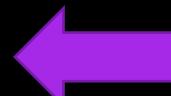
- Managed team of 15 engineers using Strengths-based approach, reaching 92% engagement score

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## Example 3

- Created theory-based learning projects utilized in award winning development program

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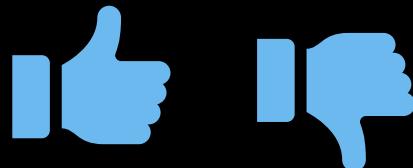


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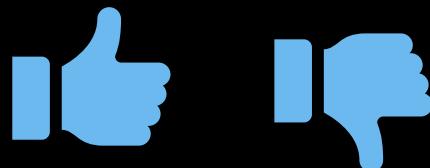
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ACCOMPLISHMENT STATEMENTS

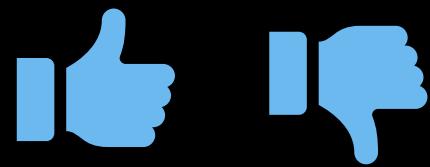
INCLUDE: AN ACTION VERB,  
DESCRIPTOR OF ACCOMPLISHMENT  
AND IMPACT



USING NUMBERS (QUANTIFYING) IS  
NOT RECOMMENDED



TO SAVE SPACE USE PARAGRAPHS,  
NOT BULLET POINTS



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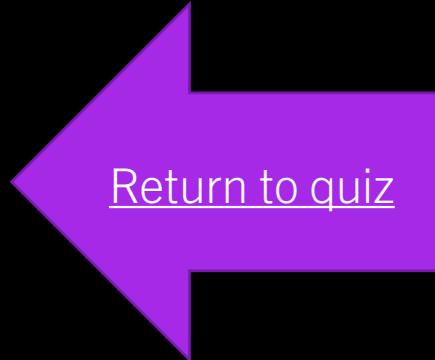
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# References

- Chemistry Equations visual, from PowerPoint library (open use license)
- Resume Example, created by Carrie Hawes Sept. 30, 2021 (open use license)
- Resume Formatting video, created by Carrie Hawes October 10, 2021 (open use license)
- Resume Refresh video, created in Canva using “Purple and Yellow money Matters Remote Learning Education” on Oct. 4, 2021 (open use license)

# Resources for continuing your learning

- [What is a resume parsing and how an applicant tracking system reads your resume](#)
- [How far back should I go?](#)
- [Should I use a functional resume?](#)

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