



## How to Build Your First Resume

### ***Contact Information:***

The first and biggest thing on your resume should be your name (14-16 pt font). You should also include your phone number, address (only the city and state), professional email address, and LinkedIn URL (optional). Remember to set up a professional voicemail message!

### ***Formatting:***

Each section should be delineated with a title. Your resume should be limited to one page, unless you have significant professional experience.

All formatting elements (font, font size, italics, bolding, bullet shapes, and use of capital letters) should be the same throughout the entire resume. Choose a font and size that are easily legible. 10 to 12 pt font is recommended; Times New Roman and Calibri are common font choices.

Do not use pronouns (I, me, and my are the most common mistake, but also avoid her/him/them).

### ***Objective, Profile, or Summary of Qualifications Section:***

Completely optional, an Objective or Summary of Qualifications section is used when you need to add space to your resume or when you are targeting to a specific position or to highlight a skill you offer.

### ***Education Section:***

List each school you've attended. Make sure you include your expected date of graduation (or date of graduation), the full name and location of the university (city and state or international equivalent), GPA if it is above 3.0, and your formal degree title – "Bachelor of Science in Business, Concentration in (Your Major's Name)."

Optional items to include are honors/awards or relevant coursework.

During your first year at Mason, it's okay to include information about your high school (like academic awards or your GPA). After freshman year, remove your high school from your resume entirely.

If you transferred schools without obtaining a degree (ex, from NOVA or a different 4 year institution), you can omit the institution you transferred from, especially if you're short on space.

### ***Relevant Coursework Section:***

This is an optional section that allows you to give more details on your coursework if you lack experience or need to fill more space. Always use course titles instead of course numbers. Make sure you also include a description of what you learned in each course you list or a course project. A good place to look for description ideas is the Learning Objectives section on the course's syllabus.



## ***Experience Section:***

Each job or volunteer experience should include a title that has your job name, the name of the organization you worked for, a location (province and country name or city and state are appropriate) and the dates you worked or volunteered there.

Your description of your job should be formatted as a bulleted list, not a paragraph, and should be in past tense (even for jobs you still have).

## ***How Do I Write Bullet Points?***

Ask yourself the following questions:

**What did I do?** Did you file paperwork? Work with customers? Train new employees?

**Why did I do it?** Was the purpose of your job duty to increase customer satisfaction? To increase sales? To increase workplace efficiency?

**How did I do it?** Did you use a particular skill set, like communication, financial analysis, or coding? Did you use a specific software, like Photoshop, Excel, or Salesforce?

**What was the impact of my work?** Did you accomplish a business goal, like increasing revenue? Did you get recognized by your employer for your efforts (ex, Employee of the Month awards or promotions)?

Each bullet point should start with an action verb.

Make sure the details you include are relevant to the job you want. For example, a person interviewing you for a management job will not care that you made fries at McDonalds', but they will be interested in hearing about training coworkers, making schedules, or working with customers.

Try to include numbers like dollar amounts, percentages, or sales figures (for example, "Managed cash drawer with daily transactions of \$1500" or "Increased sales by 27% over previous quarter"). These numbers help contextualize your experience and can look impressive!

Examples:

- Maintained working knowledge of store's product lines and promotions to assist customers in purchasing, which increased branch's customer satisfaction rating from 57 to 92%.
- Created promotional materials including event flyers, fundraising announcements, social media posts, and club T-Shirts using Adobe Photoshop and Illustrator to increase community engagement.
- Promoted from Team Member to Assistant Manager for demonstrating exemplary customer service and communication skills.



# Office of Career Services

## ***Volunteer Section:***

If you have volunteered with any organization, you can list that experience on your resume exactly like it was a job. Format everything the same way as in your experience section, and describe your volunteer duties.

## ***Skills Section:***

Skills sections are only for the languages you're fluent in, computer programs you're proficient with (Microsoft Office and Google Suite are common), and certifications if you don't have a separate section for them. Don't include soft skills like "communication" or "teamwork." Soft skills are more believable on a resume when you can give examples of how you used them in a job in your bulleted job descriptions!



# Office of Career Services



## Mary E. Mason

Reston, VA | 703-555-1212 | mmason@email.com

### **EDUCATION**

Bachelor of Science in Business, Concentration in Business Analytics  
George Mason University – Fairfax, VA

Expected May 2024  
GPA 3.5

### **RELEVANT COURSEWORK**

Business and Society

Fall 20XX

- Analyzed the interdependent relations among businesses and their stakeholders, and the dynamic relationship between government and business and the implications for other stakeholders.
- Assessed opportunities and challenges businesses face in creating value for stakeholders through social responsibility, ethical behaviors, diversity and inclusion, and sustainability frameworks.

Business Analytics I

Spring 20XX

- Utilized summarization and graphical display of data, application of basic probability rules, and probability distributions to make business decisions.
- Examined how various types of data can improve business performance, create opportunities, and create or outline risks.

### **EMPLOYMENT HISTORY**

Fulfillment Associate

Nov 20XX – Jan 20XX

Macy's – Fair Oaks, VA

- Completed 100 online and in-store orders per day quickly and accurately during high-volume holiday season while maintaining professional manner.
- Assisted 40+ Spanish-speaking customers daily to navigate the store, process returns, and complete orders to increase customer loyalty.
- Mentored 8 new team members in use of Point of Sale system, management expectations, and sales goals to meet store requirements.

### **VOLUNTEER EXPERIENCE**

Volunteer

May 20XX – Sept 20XX

Northern Virginia Assistance League – Herndon, VA

- Packed weekend meals for at-risk and low-income area children in reduced meal programs.
- Tutored 20 first grade students struggling with English literacy in reading and writing.

### **SKILLS**

- Native English and fluent Spanish speaker
- Proficient in Microsoft Office, Google Suite, Adobe Creative Cloud