Crafting a Resume That Gets You Noticed.

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May 1, 2025

Scan me

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Who Are We?

HCC Career Services

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We specialize in assisting professionals at all stages of their careers.

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What is a resume?

- An advertisement of you.

- A snapshot or marketing tool that showcases your education, skills, and experience.

- Targeted to jobs you are seeking.

resume-coverletter-linkedin-guidelines.pdf

Formatting - Make it look great!

- Make it readable with sufficient white space
- Use your space wisely - top of the fold
- Choose a modern font - Calibri, Arial, Verdana, Cambria, Times New Roman
- Templates - easy to use, difficult to edit

What <u>not</u> to include:

- Objective Statement
- Unprofessional email
- Full mailing address
- Multiple phone numbers
- Personal details: social security number, marital status, nationality, sexual orientation, spiritual beliefs
- Headshot
- Elaborate formats and designs
- Embedded charts and images - not scanner friendly (ATS)
- Spelling and grammar errors

Applicant Tracking Systems (ATS)

- Your resume will be downloaded and scanned for **Keywords**
- Your resume needs to get through the ATS -- Applicant Tracking System
  - An applicant tracking systems helps companies for hiring and recruitment purposes.
  - These systems allow businesses to collect information, organize prospects based on experience and skill set, and **filter applicants.**
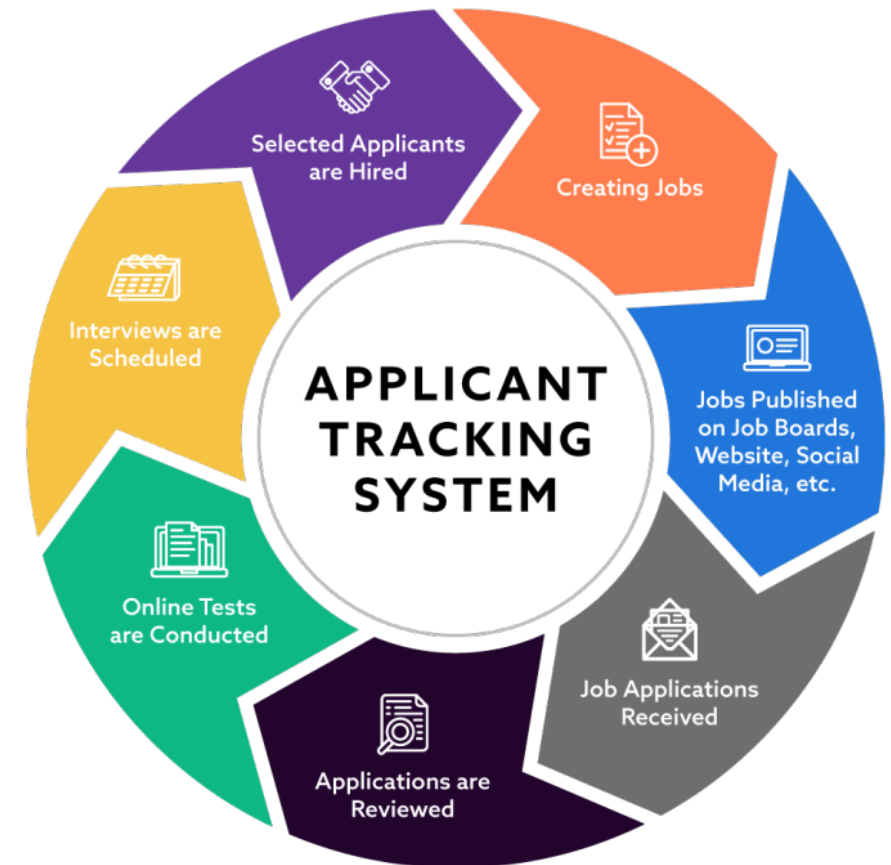
Sections of a Resume

- **Contact Information**
- **Summary**
- **Skills**
  - Certifications and Licenses(if relevant to the job)
- **Experience**
  - Professional
  - Volunteer Experience
- **Education**
- **Professional Memberships**

Charles Bloomberg

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SUMMARY

A highly skilled professional with XX years of extensive experience as a leader in HR department, demonstrated understanding of international HR practices. Proven ability to manage all HR functions like recruitment, payroll, HR Administration, workplace compliance, compensation and learning needs. Sound understanding of business process improvement and implementation of HR systems.

EXPERIENCE

Senior HR Executive
Company A — June 2018 – June 2019, New York, NY
· Managed the entire HR function for the wiring harness unit of Lear Automotive in India. Reporting to Head HR and leading a team of 3 HR members.
· Handled end-to-end recruitment, including smooth Onboarding and managing hire to exit cycle.
· Ran payroll for multiple business units and managed employee relations and communication involving blue-collar workers.
· Change management: major work towards change in systems, location, and various HR frameworks and carried out monthly and yearly budgeting and forecasting.
· Carried out Yearly Manpower planning with the quarterly review and reported and analyzed on the business unit level as well as to global management.
· Ensured adherence to global policies and procedures and handled SOX audit and other local legal compliances.
· Led the enterprise-wide Learning & Development Initiatives and ensured Workplace safety.

HR & Admin Manager
Company B — June 2017 – June 2018, New York, NY
· Managed the entire HR and Administration for Evoleas and supervised the HR and admin team. Reporting to CEO.
· Supervised end-to-end recruitment cycle and designed and executed onboarding and orientation process from scratch.
· Designed a performance evaluation cycle from scratch addressing Learning & Development needs, and developed a framework of policies with successful implementation.
· Carried out manpower planning with business units and managed employee relations and communication with grievance management.
· Oversaw change management to ensure a smooth transition of various HR activities with business demands.
· Processed end-to-end payroll, and managed exit process.

Senior HR Executive
Company C — June 2016 – June 2017, New York, NY
· Key member of HR Team, reporting to General Manager- HR.
· Primary responsibilities included end-to-end recruitment, onboarding, exit formalities, payroll, grievance handling, HR administration, and employee relations.
· Other responsibilities included Performance evaluation, Report management, Learning & Development.

HR Executive
Company D — June 2015 – June 2016, New York, NY
· Led the HR Function for the Organization, reporting to the COO and Director.
· Primary responsibility: Recruitment (end to end), Designing and executing Onboarding of new employees. Creating policy framework, creating a framework for learning & development, designing performance evaluation structure, attendance and leave management, managing hire to exit cycle, and Report Management.
· Other responsibilities included: Labor Law Compliance and payroll processing.

EDUCATION

Masters in Personnel Management
New York University • New York, NY • 2015

SKILLS

Taleo, PeopleSoft, Recruitment, Payroll Management, Compensation and Benefits, HR Admin, Learning & Development, Employee Relationship Management, PRO Relationship Management, Rewards & Recognition, Compliance & Audits, Employee Grievances, Reports and Analysis, Change Management

Contact Information

- Email address (Professional) and Phone number

  - Get an email address specifically for job hunting (gmail.com, outlook.com, etc)

- Include your LinkedIn profile URL in your contact information section

- Make your Hyperlinks active (link to your portfolio, website)

Keyara Stevenson

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Summary or Profile

- Employers spend just **6 to 8 seconds** on an initial scan of a resume

- Highlights your top skills, experience, and what you offer an employer

- Tailored to **each job** you apply for

- Avoid overused phrases like "hard-working" or "results-oriented" without proof

WHO you are ➡ WHAT you offer ➡ WHY it benefits the employer

Example for a Customer Service Professional:
Experienced customer service leader with over 15 years in fast-paced retail and call center environments. Skilled in conflict resolution, team leadership, and improving customer satisfaction metrics. Seeking to bring proven customer engagement strategies to a dynamic organization.

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Skills

- Technical Skills: Programming languages, software proficiency, data analysis tools, etc.

- Communication Skills: Public speaking, negotiation, and interpersonal skills, etc.

- Soft Skills: Problem Solver, Excellent Customer Service, Project Manager, Organizer, etc.
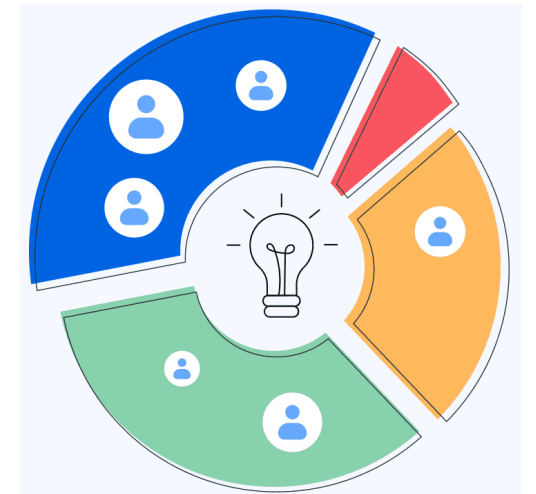
Experience

- List jobs in reverse chronological order
- Include company/organization name, city, state, position title and date range
- Include jobs within **the last 10 years**
  - You can include older experience if it's highly relevant. If you've been in the same role for 20–30 years, list it with your accomplishments but focus on recent achievements and skills that match the job you want now.
- Use **action verbs** to describe job duties
- **Quantify**, **Quantify**, **Quantify** – stress accomplishments
- If you want to highlight a certain position, split experience into Relevant Experience and Other Experience

Why & How to Quantify Your Resume Bullets

Numbers grab attention. They show the impact you've made in your roles.

Example Before:

- Assisted customers with inquiries and complaints.

Example After:

- Assisted 50+ customers daily, resolving inquiries and complaints with a 95% satisfaction rate.

Example Before:

- Managed a team.

Example After:

- Managed a team of 10 employees, reducing turnover by 20% over two years.

Tips:

- Think about how many, how much, how often.

Action Verb + Task + Result (with a number if possible) → Strong Bullet Point

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Education

- If you earned your degree more than 10 years ago, omitting the graduation date can prevent unintentional age bias.
- Spell out your degrees (ex. Bachelors of Science or B.S.)
- Bold your degrees for emphasis

EDUCATION

Howard Community College,   Columbia, MD
A.A., Accounting   **May 2020**

Target your resume

- Use **action verb**s (not "Responsible for" with a laundry list)
- Use **Keywords**
- Refer to the job description: https://www.thebalancecareers.com/resume-keywords-and-tips-for-using-them-2063331

- Key Words: O*net Online www.onetonline.org
- Quantify: show them the numbers
- Jobscan for % Match: www.jobscan.co

Best Practices

- Remove "References Upon Request" - references should be on separate document
- Follow all directions from employer
- Use a consistent format
- Edit and proofread
- Submit resume as a PDF, unless otherwise instructed

Best Practices

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Federal Resume
(an entirely different beast!)

- Federal Resume Writing Guide

- https://www.usajobs.gov/Help/faq/application/documents/resume/what-to-include/

- Use the Resume Builder found on www.usajobs.gov

Connect With Us

HCC Career Services

- **Location: RCF 302**

- **Phone: 443.518.1340**

- **Website: howardcc.edu/career**

Keyara Stevenson
Director of Career Services at Howard Community College | Professional Do...

Connect with me via LinkedIn!