

ATS Resume Instructions

Overall formatting instructions:

- Use chronological format, not functional resume format
- Left align everything
- Avoid columns, tables, borders, and horizontal lines
- Use simple sans serif fonts. Safe choices: Arial, Tahoma, Trebuchet, Verdana, Helvetica, Calibri, Garamond, Cambria
- Bold and capitalization for emphasis are okay
- Don't use italics or underlining
- Do not use special symbols, accents, or styles
- Avoid abbreviations and include full name and acronym. Example: Search Engine Optimization (SEO)
- Do not use the header or footer feature
- Length: 2-3 pages is fine, but consider keeping it to 750 words
- Use EXACT key words from the job posting (e.g. "detail oriented" not "detail orientation" or "attention to detail"). Use key words twice or more, but don't stuff the resume unnecessarily.
- Use standard section titles: Contact Information, Summary, Skills, Work Experience, Education, Training, Volunteer Experience
- Unless specified, don't upload a PDF. Instead use a Word document (.doc)

- ① Put your name in large, bold font, about 14-18 pt. Add a headline below your name that matches the title of the job you are applying for.
- ② Have a "Contact Information" section title. Section titles can be in a slightly smaller font (12 or 13 pt.) than the name, and content will be the smallest (11 or 12 pt. font). If applying locally, include city, state, and zip code but no street address. Include your phone number using hyphens (e.g. 925-123-4567, not 925.123.4567). Have a professional email that includes some combination of your first and last name or initials, no nicknames or numbers that look like your date of birth or graduation year. Include LinkedIn URL.
- ③ Don't include an "Objective" section. Use the section title "Summary" and include key words from the job posting when summarizing your professional experience, strengths and "added value."
- ④ Use the section title "Skills." List skills in one column instead of multiple columns. Use standard bullet points, hyphens, or asterisks, and don't use other types of bullet points. Use key words from the job posting.
- ⑤ Use the section title "Work Experience." List the employer name, city, and state, and then put the job title below that. Include the full name of the company (e.g. "Microsoft Corp." not "Microsoft"). Try to use similar job titles from the job posting when you can.
- ⑥ Put dates of employment under the job title. Always include months and years in an ATS resume. Use 2 digits for the month and 4 digits for the year; keep the format consistent throughout your resume.
- ⑦ Use standard bullet points, hyphens, or asterisks, and don't use other types of bullet points. Use key words from the job posting and focus on your accomplishments—not just what you did at your previous jobs but how well you performed your duties and the positive impact and quantifiable results.
- ⑧ If you had 2 jobs with the same company, list each job separately.
- ⑨ Use the section title "Education" and list your most recent formal education first. Put training in a separate section (see #12). Write the name of the school first, then the degree title, and then the date of completion if it's recent—from within the last 5 years.
- ⑩ Avoid abbreviations (e.g. Associate of Science, not AS). Write "In Progress" or "Expected 20__" if you will complete the degree soon.
- ⑪ Only include dates for recent degrees (within the last 5 years). List high school diploma if you have not completed a college degree.
- ⑫ Use the section title "Training." If you have additional certificates or non-traditional trainings, list training and professional development in a different section from education. Write the name of the training provider first, then the certification, then the date of completion (if recent) or date of expiration if not expired.
- ⑬ Use the section title "Volunteer Experience." This is an optional section that is useful if your volunteer experience relates to the job that you are applying for. Format this section similarly to the Work Experience section with the organization name, your title, and then the dates. Bullet points that describe what you did are optional.

1 Ana Garcia

Barista

2 CONTACT INFORMATION

Livermore, CA 94551
(925) 123-4567
Ana_garcia@gmail.com

3 SUMMARY

A bilingual customer service associate with 3 years of experience in the food and beverage industry and 1 year of retail experience. Key strengths include connecting with customers on a personal level and promoting the culture, values, and mission of the company. A punctual, honest, and encouraging team member who puts the customer first.

4 SKILLS

- Bilingual (English/Spanish)
- Accurate cash handling
- Food and beverage preparation
- Strong interpersonal skills
- Quality customer service
- Act with integrity
- Learn quickly
- Adhere to guidelines
- Positive and respectful
- Follow company policies
- Punctuality and reliability
- Follow health and safety procedures
- Professional appearance and demeanor

5 WORK EXPERIENCE

Naturalizer Outlet, Livermore, CA

Sales Associate

6 06/2017-Present

- Consistently exceed quarterly sales targets by over 20% **7**
- Assist over 150 customers per day; build relationships with diverse international clientele and promote the Naturalizer brand
- Welcome and greet customers as they enter the store
- Respond to customer needs, assisting them with finding the proper shoe model and size
- Keep an accurate inventory of over 200 different types of shoes
- Maintain a clean and organized workspace so that customers can easily locate a product

Posh Bagel, Castro Valley, CA

Cashier and Barista

06/2015-06/2017

- Provided excellent customer service by interacting with customers on a personal level
- Delivered consistent, prompt service when placing orders and preparing a variety of coffee and espresso beverages
- Completed accurate monetary transactions in order to avoid company losses
- Communicated effectively and clearly with team members and management in order to maintain a positive working environment and represent the company well
- Increased employee retention by assisting with training and coaching 5 new employees
- Awarded Employee of the Month in June 2017

**8 Posh Bagel, Castro Valley, CA
Food Prep Worker**

05/2014-06/2015

- Prepared approximately 10 catering orders per day in addition to filling orders for in-person customers
- Prepared all ingredients and adhered to recipe and presentation standards
- Stayed calm and completed orders accurately and efficiently during rush
- Followed health, safety, and sanitation guidelines for preparing food and beverages and maintained a clean and organized workspace
- Promoted to cashier after 1 year of excellent service

9 EDUCATION

10 Las Positas College, Livermore, CA

Associate of Science in Business, in Progress

Livermore Adult School, Livermore, CA

High School Diploma, 06/2017 **11**

12 TRAINING

AAA Food Handling, Oakland, CA

Servsafe Food Safety Certification, 07/2019

Livermore Adult School, Livermore, CA

Certificate in Customer Service, 06/2018

13 VOLUNTEER EXPERIENCE

Hearts of Hope, Pleasanton, CA

Food Preparation Assistant

07/2016-present