

How to write your resume



Include your academic degrees. Optional: you can include your most recent GPA (3.3 or higher), honors, and relevant courses to your field of study.

JOSÉ M. DE JESÚS PÉREZ

San Juan, P.R.
(787) 123-4567 | jose.dejesus@gmail.com
[LinkedIn: José M. de Jesús Pérez](#)

Professional Profile - a combination of professional objectives and summary of qualifications. It can be designed as a paragraph (3-5 sentences) or bullet points. Who are you? What are you interested in? What are you looking for?



PROFESSIONAL PROFILE

A third year Undergraduate student currently completing my bachelor's degree in marketing. I have extensive experience in customer service and am looking to gain new experiences that will help me grow in the professional field. I have excellent communication skills, good time management and I am attentive to details. I am seeking a part-time opportunity where I can apply my skills and knowledge to contribute to the achievement of the company's goals.

EDUCATION

Universidad del Sagrado Corazón, San Juan, PR August 2020 - May 2024
Bachelor of Business Administration - Marketing
GPA: 3.40

University Honors: Indicate honors, scholarships, awards, etc. (remove if there are none to mention)
Relevant courses: Consumer behavior, Community and social network management, Promotion strategies, Strategic marketing.

EXPERIENCE

Mario's Restaurant, San Juan, PR January 2020 - Present
Waiter

- Make menu recommendations and answer customer questions about the restaurant menu items, through the complete knowledge of the menu
- Take customer orders and manage efficient food and beverage delivery to the table, thus ensuring customer satisfaction
- Assemble and maintain excellent restaurant appearance

Laurie's Boutique, Bayamón, PR May 2017 - December 2018
Sales & Customer Service

- Received and greeted customers in the shop in a friendly way
- Boosted sales through suggestion and customer orientation on the product line
- Processed sales transactions on the cash register

LEADERSHIP AND SERVICE

DECA Collegiate – University of Sacred Heart, San Juan, PR August 2018 - Present
Active member

- Participate actively in association meetings
- Assist in organizing student activities

American Red Cross, San Juan, PR May 2017 – July 2018
Volunteer

- Completed 150+ hours of community work in various activities.

SKILLS

- Languages: Bilingual in Spanish (native) and English (fluent)
- Excellent verbal and written communication skills in both languages
- Technology: Microsoft Office (Word, PowerPoint, Excel), Canva, Adobe Photoshop
- Organized, attentive to detail, adaptable, patient
- Excellent time management and oriented to provide quality service



Briefly summarize your work in bullet points. If you still have the experience, begin the statements with present tense verbs; otherwise use past tense verbs.



Common Sections

- Professional Profile / Professional Summary / Professional Bio
- Education
- Work Experience / Professional Experience
- Activities
- Leadership / Service / Volunteer Work
- Skills and Abilities
- Certifications / Continued Education
- Research experience

Leadership / Service / Volunteer Work

Add extra-curricular activities, such as volunteering and charity work, both on and off campus. You can also add memberships to professional guilds or professional and student associations.

Suggested Fonts

- Times New Roman
- Arial
- Minimum size 11
- Margins to 0.5"
- Don't use templates, try to be creative.

T



Skills and Abilities

Include the languages you speak and specify your level of knowledge. Add soft skills, technical skills and skills that are relevant to your industry.

How to write a bullet point?



• I was responsible for training new employees



• Trained a group of 15+ new employees in procedures, customer service and database management, which increased the productivity of the team and the organization

Abilities

WHAT DID I LEARN?

Express with an action verb

Work/Activity

WHAT DID I DO?

Be descriptive and dynamic

Results

WHAT DID I ACHIEVE?

Describe the impact

Begin the bullet points with action verbs that describe your job duties and accomplishments. Avoid using the same verb more than once, if possible. Review this list of possible verbs to use.



Creative Abilities

- Acted
- Adapted
- Built
- Changed
- Checked
- Conceptualized
- Created
- Customized
- Designed
- Developed
- Established
- Forged
- Indicated
- Illustrated
- Instructed
- Interpreted
- Planned
- Reformed
- Revitalized
- Shaped
- Structured
- Tried



Communication Abilities

- Agreed to
- Arbitrate
- Collaborated
- Communicated
- Corresponded
- Declared
- Developed
- Detailed
- Directed
- Formulated
- Influenced
- Interpreted
- Moderated
- Negotiated
- Persuaded
- Promoted
- Pronounced
- Proposed
- Published
- Recruited
- Reconciled
- Translated
- Wrote



Formative Abilities

- Advised
- Adapted
- Clarified
- Communicated
- Coordinated
- Developed
- Directed
- Edited
- Evaluated
- Explained
- Facilitated
- Formed
- Guided
- Gave
- Promoted
- Set goals
- Stimulated
- Trained



Technical Abilities

- Calculated
- Computed
- Built
- Designed
- Assembled
- Kept
- Operated
- Specified
- Programmed
- Redesigned
- Repaired
- Devised
- Manufactured
- Engineered



Management Skills

- Analyzed
- Assigned
- Checked
- Consolidated
- Coordinated
- Delegated
- Developed
- Directed
- Distributed
- Evaluated
- Executed
- Hired
- Managed
- Organized
- Planned
- Prioritized
- Produced
- Recommended
- Reorganized
- Supervised



Research Abilities

- Checked
- Clarified
- Diagnosed
- Evaluated
- Examined
- Extracted
- Identified
- Interpreted
- Interviewed
- Inspected
- Inspired
- Measured
- Organized
- Recognized
- Researched
- Studied
- Summarized



Financial Abilities

- Amortized
- Analyzed
- Appraised
- Assigned
- Audited
- Balanced
- Budgeted
- Calculated
- Computed
- Developed
- Distributed
- Estimated
- Invested
- Managed
- Planned
- Projected
- Rated
- Supplied
- Valued



@SagradoCareersPR



careers@sagrado.edu



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