

# How to Build Your RESUME

A step-by-step guide brought to you by KPU Career Services

## 1. Select a type of resume

### Traditional (Chronological)

This style of resume is more “traditional” and highlights your work experience in reverse chronological order (**most recent first**) and includes start and end dates. This style is most commonly used as it accommodates all industries and most experience levels.

### Sample Traditional Resume Snapshot

#### Work Experience

##### Key Holder

Future Shop (Surrey, BC)

(Sep 2014 – Present)

- Operate POS cash register, handling 80 transactions on average daily
- Assist team members when necessary in handling cash registers and cleaning up
- Achieved an average of 120% of sales goals for three consecutive months

##### Team Leader

Starbucks (Delta, BC)

(Jan 2013 – Aug 2014)

- Provided outstanding customer service receiving 95% in customer satisfaction surveys
- Directed team of eight baristas to ensure 98% accuracy in creating orders
- Assisted an average of 40 customers per day by taking orders and serving products

### Functional

This style of resume focuses more on skills which are sorted by skill area or job function. This style is recommended for individuals who have gaps in their work history, are reentering the workforce, or are looking to transition into a new field. This style works well in these instances because it highlights your transferrable skills.

### Sample Functional Resume Snapshot

#### Project Management

- Planned, organized, and led a team of twelve to successfully complete special assignments
- Managed and reviewed projects to ensure accuracy and completeness
- Monitored work performance and prepared annual performance reviews for team members

#### Sales & Customer Assurance

- Excellent communication skills in greeting customers, assessing and satisfying needs.
- Able to confront dissatisfied customers and provide resolution
- Effectively increased customer sales in various positions
- Prepared sales reports, completed purchase orders, and conducted regular inventories

### Blended (Hybrid)

This style of resume combines the above two types of resumes.

## 2. Set up the layout

- Ensure your margins are no less than 0.75 inches
- Ensure your resume is no more than 2 pages in length only
- Do not use page borders
- Number the pages (e.g. Page 1 of 2)
- Include a header with your contact information on each page
- Do not use a template as they are too restricting, and the chance that someone will use the same template as you is quite high
- Borderless tables can be useful, but ensure they are well-designed and fit on the page
- Label sections clearly and ensure headings stand out from the rest of the document

## 3. Choose a font

- Choose a font size between 10 points and 12 points
- Choose a font type that looks professional and be consistent throughout (Segoe UI, Calibri, Arial, Times New Roman, Verdana, etc)
- Do not mix a variety of font styles (i.e. underline, bold, italics) as this may look too busy
- Keep formatting consistent in the style you choose and highlight key information

## 4. Create a header

This is an example of your own **personal branding** so keep it consistent and professional for all pages. This is the only place where you can be creative and unique. Include the following information in your header:

- Full name
- One active phone number with professional voicemail
- One professional email address
- Website or LinkedIn address (ensure your information is current and you are comfortable having employers view the content)

### Sample Header 1

**John Smith**

605-599-2465 | john.smith@email.kpu.ca | linkedin.com/in/johnsmith

### Sample Header 2

**John Smith**

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john.smith@email.kpu.ca

linkedin.com/in/johnsmith

605-599-2465

### Sample Header 3

**John Smith**

P: 605-599-2465 E: john.smith@email.kpu.ca

L: linkedin.com/in/johnsmith

## 5. Create a profile or summary of skills

This is a great way to **open your resume**. It provides the employer with an overview of your abilities and summarizes your strong points directly related to the position. This can be done in point form or paragraph. Ensure to include both **hard** (teachable skills – i.e. typing) and **soft** skills (personality traits – i.e. leadership).

### Sample Summary of Skills

#### Summary of Skills

- 8+ years of experience in customer service and direct sales
- Proficiency in Microsoft Office Suite
- Supervised and trained teams of 100 volunteers and staff for KPU open house

## 6. Outline your education and certifications

List all relevant education in reverse chronological order. Include designations you have completed or are currently enrolled in. If you transferred from another institution be sure to include this information as well; but unless they are requested from the employers, **do not include high school education**.

### Sample Education Section 1

#### Education

**Bachelor of Science in Nursing Post Baccalaureate**  
Kwantlen Polytechnic University

(Sep 2013 – Present)

### Sample Education Section 2

#### Education

**Diploma in Criminology**  
Kwantlen Polytechnic University

(Sep 2013 to Jan 2016)

- Attained and maintained a place on the Dean's Honour Roll
- Developed abstract logical thinking and critical understanding of the issues, arguments, and debates that shape the discipline's character and aims

### Sample Education Section 3

#### Education

**BBA in Human Resources Management**  
Kwantlen Polytechnic University

(September 2013 – Present)

Relevant Coursework:

- **Occupational Health and Safety**  
Developed OHS policies and procedures aligning with WorkSafeBC regulations

### Sample Certifications Section

#### Certifications

**OFA1: Certification of Occupational First Aid Attendant**  
Canadian Red Cross Society

(June 2015)

**Emergency First Aid**  
Saint John's Ambulance

(June 2015)

## 7. Outline your work experience

This section is the most important on your resume. Employers are looking for **transferrable** or **exact skills**: how what you have learned in your past employment can benefit them. This is not a laundry list of tasks but rather a reflective section of listed **accomplishments** built from the skills you have used.

### Sample Work Experience Section 1

#### Work Experience

Position Title

(Start Date – End Date)

Company Name

- Accomplishment statement
- Accomplishment statement
- Accomplishment statement

### Sample Work Experience Section 2

#### Employment History

Position Title, Company Name (Location)

(Start Date – End Date)

- Accomplishment statement
- Accomplishment statement
- Accomplishment statement

## ACCOMPLISHMENT STATEMENT

**POWER WORD + WHAT YOU DID + VALUE CREATED/HOW YOU DID IT**

**Example:** Streamlined a communication work process which boosted efficiency by 110%

See the **Reading a Job Posting** and **Accomplishment Statements** handout for more details. The following samples are for a traditional style resume.

## 8. Select appropriate content

- Consider including other sections if applicable to the job posting such as volunteer experience, awards, certificates, specialized skills (i.e. computer knowledge if it is an extensive list), memberships in professional associations, or hobbies and interests (only if relevant)
- Do not include references; bring these to the interview
- Present information in bite-size pieces – use point form

### Sample Volunteer Experience Section

#### Volunteer Experience

Position Title

(Start Date – End Date)

Company Name

- Accomplishment statement
- Accomplishment statement

## 9. Use correct grammar and punctuation

- Use capital letters at the start of sentences/phrases, headings, company names, and job titles only
- Have a friend, family member, or Career Services proof read it

## 10. Completing your resume:

Before submitting your resume to the employer, ask yourself the following questions:

- Have I conveyed my knowledge and understanding of the company and position?
- Have I highlighted my strong selling points?
- Is it easy to read and aesthetically pleasing? Does it flow nicely?
- Have I checked grammar, spelling, and punctuation?
- Do my accomplishments stand out or are they too generic?
- Did I provide enough examples of my past experience? Does it sound genuine?
- Is the document consistent?
- Is my name and contact information on all pages?
- Did I reference the job description?
- Do I have a good online presence? What happens if I Google my name?
- Would I hire me?

If you answered positively to all the above questions, you may be ready to submit your resume. However, ensure to do the following:

- Save your resume with an appropriate file name**  
(e.g. Smith\_John\_Resume\_Employer)
- Submit your resume in the file type requested by the employer** (i.e. Word or PDF)  
When in doubt, choose PDF as it is cleanest and preserves all formatting

## Need help?

Career Services offers students **FREE** resume and cover letter building **workshops** and **peer-to-peer** reviewing.

Please see our website for dates and times or book a one-on-one **appointment** through **Advisor Connect**.

**Contact us** at [careers@kpu.ca](mailto:careers@kpu.ca) or 604.599.2465

# Sample Resume

## John Smith

605-599-2465 | john.smith@email.kpu.ca | linkedin.com/in/johnsmith

### Summary of Skills

- 4+ years of experience in customer service and direct sales
- Working knowledge using the Halo POS system
- Achieved employee of the month award three consecutive months
- Demonstrated leadership skills through being a member of Leaders of Tomorrow

### Education

**Bachelor of Arts in Psychology**  
Kwantlen Polytechnic University

Sep 2013 – Present

### Work Experience

#### Key Holder

Future Shop (Surrey, BC)

Sep 2014 – Present

- Operate POS cash register, handling 80 transactions on average daily
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- Achieved an average of 120% of sales goals for three consecutive months

#### Team Leader

Starbucks (Delta, BC)

Jan 2013 – Jun 2014

- Provided outstanding customer service, receiving 95% in customer satisfaction surveys
- Directed team of eight baristas to ensure 98% accuracy in creating orders
- Assisted an average of 40 customers per day by taking orders and serving products

#### Sales Consultant

Rogers Wireless (Burnaby, BC)

Jan 2012 – Oct 2012

- Created a promotional strategy which increased sales by 9% over six months
- Maintained effective customer relations which expanded customer base by 20%
- Increased sales by \$9,000 through inventive selling techniques during slow summer months

### Volunteer Experience

#### General Volunteer

Kwantlen Polytechnic University

Jan 2015

- Supported staff and cooperated with other volunteers in promoting and executing various student-run events on campus
- Oriented new volunteers to the workplace and introduced them to the association's policies

#### Events Volunteer

BC Children's Hospital

Oct 2013

- Provided orientation to the general public and assisted them with show and activity choices
- Assisted with school bus arrivals/departures and accompanied school groups during their visit