CornerStone

YOUR RESUME, YOUR FIRST IMPRESSION

A simple resume formatting guide

Your resume introduces you to potential employers. A clear, accurate resume helps hiring managers quickly understand your experience and how it relates to the position you want.

1. Start with a clear header

- Include your first and last name, phone number, professional email address, and city/state
- Keep contact information easy to find and make sure it is current

2. Add a short professional summary

- Write 2–3 sentences highlighting experience and strengths relevant to the job
- Adjust the summary for each type of position (call center, accounting, etc) you apply for

3. List work experience from newest to oldest

- For each position, include job title, company name, and employment dates (month/year)
- Focus on relevant roles, typically the last 10 years or 2–4 jobs, when appropriate
- Use concise bullet points describing your responsibilities and accomplishments; aim for 5–8 bullet points for major roles when useful
- Start bullets with action verbs such as Supported, Coordinated, Analyzed, or Led
- Include measurable results when accurate, such as "Trained ***six*** new employees"
- Use present tense for your current job and past tense for previous jobs
- If you held multiple positions with one employer, list the employer once and show each role with its dates

Experience format:

Title – Organization Date (Jan 2011 – Dec 2011)

Multiple positions in one company: list dates from start to finish at that company and then each position below

- Example: ABC Medical Jan 2013 – Present
  Benefits Representative, Aug 2016-Present
  Data Entry, Jan 2013-Aug 2016

5. Include education and training

- List your highest relevant education first, with school, credential or degree, major (if applicable), and graduation date when appropriate
- Add relevant certifications, completed courses, or volunteer experience if they strengthen your application

Keep the formatting simple

- Use a consistent, readable 10–12 pt font such as Arial or Times New Roman, with black text
- Use consistent margins, spacing, headings, and date formats
- Aim for 1–2 pages; more may be appropriate for extensive relevant experience
- Avoid photos, graphics, decorative layouts, and colorful fonts
- Do not include references unless requested; proofread spelling and grammar
- Use relevant keywords from the job posting naturally, but only for skills and experience you actually have

Example: easy-to-follow resume layout

JORDAN SAMPLE | Fort Worth, TX | 555-555-5555 | jordan@email.com

PROFESSIONAL SUMMARY

Customer service professional with experience resolving questions, maintaining accurate records, and supporting busy teams

WORK EXPERIENCE

Customer Service Representative — Example Company | Jan 2023 – Present

• Respond to customer inquiries and resolve account questions

• Maintain accurate records and update customer information

• Support daily team goals while providing professional service

EDUCATION

High School Diploma — Example High School May 2023

Optional: use ChatGPT as an editing assistant

Try: “Review my resume for clarity, grammar, and formatting. Suggest stronger action verbs and relevant keywords for this job description, but do not add skills, duties, dates, or accomplishments I have not provided.”

Before sending: Confirm every detail is accurate, dates are consistent, and your resume is tailored to the position.