



CAREER SUCCESS ACADEMY

Professional Resume Success Workbook

Build a clear, credible, and job-focused resume.

Workbook Goal

By the end of this workbook, you will understand what belongs on a resume, how to turn duties into accomplishments, and how to create a polished final draft.

Version 1.0 | PFS-RA101 | Educational Resource

How to Use This Workbook

Your four-step process

1. Learn	Read each short lesson and example.
2. Draft	Complete the prompts and write your own content.
3. Improve	Use the before-and-after examples to strengthen your wording.
4. Review	Complete the final checklist before applying.

Career Coach Tip

Complete one chapter at a time. A strong resume is usually built through several focused revisions, not one rushed draft.

What a resume can and cannot do

- A resume can clearly present your qualifications and increase your chance of being considered.
- A resume cannot guarantee an interview or employment.
- Employers make all hiring decisions based on their own requirements and selection process.

Chapter 1 - Understanding the Resume

The purpose of a resume

A resume is a focused marketing document. Its job is to show an employer that your experience, skills, education, and accomplishments may fit the position. It should be easy to scan and tailored to the job you are pursuing.

What employers usually look for first

- A job title or summary that matches the role
- Relevant skills and keywords from the posting
- Recent experience and measurable accomplishments
- Clear dates, education, credentials, and contact information
- Professional formatting with no obvious errors

ATS Insight

Many employers use applicant tracking systems to search for job-related keywords. Use the employer's exact terminology when it truthfully describes your experience.

Quick self-assessment

1. What position are you targeting?

2. Which three qualifications make you a strong candidate?

3. What result or accomplishment are you most proud of?

Chapter 2 - Contact Information and Professional Summary

Contact information

- Use a phone number with a professional voicemail.
- Use an email address based on your name.
- List city and state. A full street address is usually unnecessary.
- Add LinkedIn only when the profile is complete and professional.

Needs work	coolguy247@example.com
Stronger	jordan.smith@example.com
Why it works	The stronger option is simple, professional, and easy for an employer to recognize.

Professional summary formula

Job identity + years or type of experience + strongest skills + value you bring.

Needs work	Hard worker looking for a good job.
Stronger	Customer-focused professional with three years of retail and cash-handling experience. Known for dependable attendance, accurate transactions, and positive customer service.
Why it works	It states the candidate's background, relevant strengths, and value without using vague claims.

Write your draft summary

Chapter 3 - Turning Duties into Accomplishments

Use the Action + Task + Result formula

Begin with a strong action verb, explain what you did, and add a result or scale when available.

Needs work	Worked cash register.
Stronger	Processed more than 150 customer transactions per shift while maintaining accurate cash handling and friendly service.
Why it works	The stronger bullet shows scale, responsibility, and quality.

Needs work	Helped in warehouse.
Stronger	Picked, packed, and staged up to 80 customer orders daily while following inventory and safety procedures.
Why it works	It replaces a vague phrase with specific work and a measurable volume.

Needs work	Answered phones.
Stronger	Managed a multi-line phone system, routed calls, and scheduled appointments for a five-person office.
Why it works	It clarifies complexity and the setting in which the work was performed.

Action verb bank

Achieved | Assisted | Built | Coordinated | Created | Delivered | Improved | Led | Maintained | Managed
| Organized | Processed | Resolved | Supported | Trained

Create three accomplishment bullets

1. _____
2. _____
3. _____

Chapter 4 - Experience, Education, and Skills

Experience section

List your most relevant or recent positions first. Include employer, city and state, job title, and dates. Use three to six concise bullets for recent roles and fewer for older positions.

Education and credentials

- List the credential, school or provider, city and state, and completion date when helpful.
- If you are currently enrolled, write “Expected” followed by the anticipated date.
- Do not claim a license or certification that is expired unless clearly identified as expired.

Skills section

Category	Examples	Your skills
Technical	Microsoft Office, POS systems, forklifts, scheduling software	
Workplace	Customer service, inventory, quality checks, documentation	
Language	Spanish - conversational, Haitian Creole - fluent	

Common Mistake

Avoid listing personality traits such as “nice” or “hardworking” without evidence. Show those qualities through accomplishments, reliability, and results.

Chapter 5 - Formatting and ATS Readiness

Recommended formatting

- Use a readable font between 10 and 12 points.
- Use consistent headings, spacing, dates, and bullet styles.
- Keep most resumes to one page early in a career and one to two pages for experienced candidates.
- Save as PDF unless the employer requests Word or another format.
- Use a simple layout for online applications. Avoid complex columns, text boxes, and decorative graphics when ATS compatibility matters.

Tailoring checklist

- ☐ The target job title appears naturally in the resume.
- ☐ Important skills from the posting are included when truthful.
- ☐ The strongest relevant experience appears near the top.
- ☐ Unrelated content has been shortened or removed.
- ☐ The file name is professional, such as Jordan_Smith_Resume.pdf.

Chapter 6 - Completed Example Resume

Jordan Smith

Tallahassee, FL | 448-555-0123 | jordan.smith@example.com

Professional Summary

Customer-focused professional with three years of retail, inventory, and cash-handling experience. Recognized for dependable attendance, accurate transactions, and the ability to resolve routine customer concerns professionally.

Core Skills

Customer Service | Cash Handling | Inventory | POS Systems | Microsoft Office | Team Collaboration

Professional Experience

Sales Associate - Community Market | 2023-Present

- Process more than 150 customer transactions per shift while maintaining accurate cash handling.
- Restock and organize merchandise across assigned departments to support product availability.
- Resolve routine customer concerns and refer complex issues to management when necessary.

Warehouse Assistant - Capital Distribution | 2021-2023

- Picked, packed, and staged up to 80 customer orders daily.
- Completed inventory counts and reported product discrepancies to the shift lead.
- Maintained a clean work area and followed required safety procedures.

Education

High School Diploma - Example High School, Tallahassee, FL

Chapter 7 - Your Resume Draft

Full Name and Contact Information

Target Job Title

Professional Summary

Core Skills

Most Recent Position and Accomplishments

Previous Position and Accomplishments

Education

Certifications or Licenses

Final Resume Quality Checklist

Content

- ☐ My contact information is current.
- ☐ My summary identifies the type of work I can perform.
- ☐ My bullets describe accomplishments or specific responsibilities.
- ☐ My education and credentials are accurate.

Formatting

- ☐ The font and spacing are consistent.
- ☐ Dates align and use the same format.
- ☐ The document is easy to scan.
- ☐ The file name is professional.

Accuracy

- ☐ I checked spelling and grammar.
- ☐ I did not exaggerate duties, credentials, or results.
- ☐ A trusted person reviewed the final draft.
- ☐ I tailored the resume to the specific job.

Next Step

Save a master resume, then create a tailored copy for each job. Track applications and follow up professionally when appropriate.

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