

Smarthinking Tutor Response Form

Your tutor has written overview comments about your essay in the form below. Your tutor has also embedded comments **[in bold and in brackets]** within your essay. Thank you for choosing Smarthinking to help you improve your writing!

Hi Jazzie! Welcome to the Smarthinking Essay Center. I'm Trina T, and I will be assisting you with your résumé today. Let's start by talking about the strong points I found in this draft of your résumé.

***Writing Strength:**

Jazzie, you've done a nice job of organizing the material in your résumé. Starting out with your experience is a great strategy, because that's what interests prospective employers the most.

***Jazzie 1985463 has requested that you respond to the Content Development:**

Your description of your duties at each job is nicely brief, and there are a lot of advantages to that. A prospective employer will be able to get an overview of your experience very quickly. The trouble is, they won't get a sense of how each job prepared you for work at their businesses. That means they won't know what makes you different from other applicants with similar sets of experience. You need a way to offer them more details about what your skills are and what a professional Jazzie is like in action, without cluttering the résumé. I have a couple of suggestions for ways you might do that.

- Develop your "skills" section. In that section, you can get into greater detail about what you learned during the course of your experience. You can talk about your skill at managing office processes, list the machines you know how to work, explain the types of customer service situations you've learned to manage with tact and professionalism, and (perhaps most importantly) go into detail about what software you know how to use. You could also talk about some of the kinds of work you wound up learning to do that weren't parts of your general job description.
- Alternatively, you could revise your "experience" section so that each job has two points. The first could be a job description, and the second could be a more detailed description of the skills you used. This second point could be written as a standard paragraph or it could be presented as a list of items, with like items separated by commas, and groups of items separated by semi-colons. Below is an example.

Wrote press releases, interviewed award recipients, collected mailing lists, edited mailing lists, constructed surveys; handled employee conflicts, managed customer complaints, [include anything else done in a "filling in for someone else" capacity; used Word 4.0, WordPerfect x.x, Quattro x.x; dial-in and dial-out telephone calls, computer printers [specific types], Xerox machines [specific types], Fax machine, label maker, scanner, check printer, audiovisual presentation equipment [specific types]

You may also want to revise your statement of objectives. Try to think about it from the standpoint of an employer's needs. What would your ideal employer like to see in your objectives statement?

Organization:

You might want to add a section for References that says "References provided upon request" at the end of your résumé. That is more or less a standard section. You need not provide the references. Just let your prospective employer know you have them at the ready.

***Jazzie 1985463 has requested that you respond to the Grammar & Mechanics:**

Just make sure that you have all your punctuation, grammar, and sentence structure details just right.

- Look for little things, like the extra space at the end of your objectives statement.
- Double-check items in lists. If the item makes a complete sentence, put a period at the end. If one item in a list has a period at the end, make all of the items in the list complete sentences and make sure they have periods at the ends.
- Double-check items in series. Those are lists that are written on a line, such as the information you have listed under "Skills". Make sure those are phrased in a parallel way. That is, if one item in the series starts out with an -ed verb, make sure the rest of them do as well.
- Make absolutely certain you have the titles of businesses and non-profits you have worked spelled, spaced, punctuated, and capitalized perfectly, just at the organization writes its own name on its publicity materials.

Attending to such issues will demonstrate your ability to pay attention to detail.

Summary of Next Steps:

1. Develop your content so that your employer has the option of looking at a more detailed description of your skills.
2. Consider adding a references section.
3. Proofread for tiny details.

Jazzie, I wish you the best of luck with your résumé and its outcome. We look forward to assisting you in the future at Smarthinking! –Trina

You can find more information about writing, grammar, and usage in the [Smarthinking Writer's Handbook](#).

Please look for comments **[in bold and in brackets]** in your essay below.

Thank you for submitting your work to Smarthinking! We hope to see you again soon.

Jazzie Jameson

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Objectives

To work for a customer service based company with the ability to multi-task and a rewarding fast paced environment .

[Think about your target employer, Jazzie. What kind of objectives would that employer want to see in a résumé? From an employer's perspective, would your objective of working in a "rewarding" environment be a positive factor or a limitation?]

Experience

6/2000 - Present | **Receptionist**

W&W&W Law Firm | Wangle, WY

- Complete data entry tasks.
- Handle both dial-in and dial-out phone contacts with tact and professionalism.
- Utilize office equipment for purchasing orders.
- Efficiently file business records while observing confidentiality.
- Prepare payroll and financial reports.
- Train and supervise new employees.

[You might consider listing the types of office equipment you've used. An employer would appreciate knowing that you'll be able to jump right in an not need to take valuable company time learning to to use equipment.]

6/2008 – 9/2008 | **Customer Service Representative**

Worthwhile Staffing Solutions | Wangle, WY

- Handled both dial-in and dial-out phone contacts with tact and professionalism
- Utilized software for entering customer information into a computerized database.
- Completed sales orders, purchase orders, invoicing, and billing tasks.
- Monitored product inventory.

[Proofread carefully. You need to be consistent with punctuation. Technically, since you aren't using complete sentences here, you don't need end punctuation. In any event, make sure either all of the entries have end punctuation, or none of them.]

4/2004 – 5/2005 | Assistant Office Manager

REM Industries | Wangle, WY

- Supervised phone personnel department.
- Handled both dial-in and dial-out phone contacts with tact and professionalism.
- Created and monitored work schedules.
- Set sales appointments.
- Prepared nightly reports.
- Trained and supervised new employees.

[The repetition of “handled . . . with tact and professionalism” may come across as unimaginative to your prospective employer. Tact and professionalism are, in any event, skills – if you include them in your list of skills, you’ll only need to say them once.]

Education

2010 | Associate of Applied Science

- Administration Office Management

[Specify where you got your education.]

Skills

Experienced with software for data entry and retrieval; update and maintain customer data; familiar with general office equipment including copiers and fax machines.

Skilled in customer service and telephone operations; handle customer inquiries and phone presentations in a professional manner.

[Is the “Skills” section supposed to be in a larger font?]

Community Volunteering

Habitat for Humanity

- General Office Clerk

United Way

- Coat Drive Helper

Wangle Headstart I

- Classroom Aide

[Your résumé is well-organized and neatly laid out. This will show your employer your attention to detail and facility with word processing.]