



VCU

Career Services

Student Success

Career Changer Resume Guide

You can use the outline feature to jump to sections

General Resume Advice

- Use space effectively, do not have your content too close or too spread out
- Be consistent with your font size and style, layout, and formatting
- List appropriate contact information (e.g., professional email and phone number; mailing address is optional)
- Organize most relevant content towards the top, with less relevant supporting information at the bottom
- Tailor subject headers when possible and relevant
- Education and experiences should be listed most recent to least recent in their sections
- If using Google Docs to format your resume, use our [Tips for Using Google Docs for Career Documents](#) to help get started

Career Changer-Specific Resume Advice

- Focus on highlighting transferable skills you possess that are mentioned in the job description. This may include technical skills or general skills/qualifications like “communication” or “detail-orientation.” Consider including an “Additional Experience” section to list older/less directly relevant experience lower on your resume
- Depending on your field of interest (e.g., engineering, marketing, management) a professional/qualifications summary may be helpful to help explain your skills/experience and how they are connected to your new area of interest
- If you have recently completed a degree or other types of education/training relevant to your desired field, place these near the top of your resume
- If you have extensive experience and your degree is unrelated to your desired field, place education at the bottom of the page
- Consider a two-page resume only if the information you would include on the second page is relevant to your desired field

Creating Meaningful Action Statements

Below is a general formula to use as a starting point for constructing meaningful bullet points for your experiences.

WHO – Who did you help in this role (the organization, clients, customers)? Whom were you working with?

WHAT – Describe in detail what you did. What were the results of your work? If you did research, was it published?

WHEN – When did this work happen (daily, weekly, or monthly)? Highlight the frequency you did something to show productivity.

WHERE – Where did your responsibilities occur? Did you interact with people outside of org? Was travel involved?

WHY & HOW – Why did you do the work? How did your job duties help or add to the organization? Be as specific as possible.

Skill + What YOU did + Results/Outcomes

(Action verb) + (Job responsibility) + (How/Why)

BEFORE

Company Name, Team Member, Any Town, VA, May 20xx – Present

- Assist in research for implementing new workplace policy

AFTER

Company Name, Team Member, Any Town, VA, May 20xx – Present

- Lead team of 4 colleagues to research best practices in diversity, equity, and inclusion programs and propose new policy implementation strategy to senior leadership.

It is important to **QUANTIFY** – adding numbers – it demonstrates productivity. (Ex. Helped about 15 customers per hour during peak business hours.)

You can use the [Action Verb Resource](#) to help tailor the action verbs for your action statements.

Career Changer Resume Example (Account Management to Human Resources)

907 Floyd Avenue Richmond, VA 23284 | 804-123-4567 | careerchanger@vcu.edu

PROFESSIONAL SUMMARY

Business professional with 4 years of progressive responsibility managing client relationships. Special interest in employee training and development, interviewing and strategic staffing, and designing resources to support HR operations.

How to write a professional summary section:

- Provide a summary of your qualifications focusing on the transferable skills you developed that are relevant to the position to which you are applying
- Review the job description and qualifications to highlight what would be desired by the employer
- This section should be tailored and customized for each application you submit

EXPERIENCE

EAB, Richmond, VA

July 20XX – Present

Account Manager

March 20XX – Present

- Maintain and develop relationships with existing clients resulting in 15% growth in business
- Track clients' use of services using Excel and provide monthly reports to leadership to highlight business development opportunities
- Interview, train, and supervise 4 account management associates
- Create training curriculum for new team members to standardize onboarding process
- Serve on department committee to provide feedback and develop career ladder for entry and mid-level employees and present plan to senior leadership

Sales & Marketing Associate

July 20XX – March 20XX

- Conducted 100+ outbound calls per week to prospective clients, explained service offerings, and scheduled appointments for sales director
- Maintained accurate records in Salesforce (Customer Relationship Management database)
- Trained new team members and documented processes to contribute to online training manual
- Participated on committee to plan monthly team building events and encourage positive team morale

Virginia Commonwealth University (VCU), Richmond, VA

September 20XX - May 20XX

Information Assistant

- Served as welcoming point of contact by greeting guests and directing them to the appropriate resources within the Student Commons and VCU campus
- Answered phone calls pertaining to VCU and the greater Richmond area and transferred calls to other departments within VCU

EDUCATION

Virginia Commonwealth University, Richmond, VA

May 20XX

Bachelor of Science in Sociology

PROFESSIONAL AFFILIATIONS

Society for Human Resource Management (SHRM)

Career Changer Resume Example (Analyst to Social Work)

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PROFESSIONAL SUMMARY

- 10+ years of experience in project management and analysis; leveraging to advocate for social justice change
- Strong record of analyzing and utilizing data to drive new initiatives forward
- Commitment to collaborating across teams and communicating with key stakeholders to impact policy

EDUCATION

Virginia Commonwealth University (VCU), Richmond, VA

Expected: May 20XX

Master of Social Work (MSW) with a concentration in Administration, Planning and Policy Practice

James Madison University, Harrisonburg, VA

May 20XX

Bachelor of Arts in Music, Minor: Psychology

RELEVANT EXPERIENCE

Voices for Virginia's Children, MSW Intern, Richmond, VA

August 20XX – Present

- Compile research on existing Foster Care Bill of Rights legislation in other states including an analysis of commonality
- Develop and establish pre-test/post-test evaluation measures for advocacy day participants
- Mentor the youth cohort for the Foster Care and Kinship Care Youth Advocacy Day and the Racial Truth and Reconciliation VA Advocacy Day through screening calls, consistent communication, collaborative op-eds, training, and technical assistance
- Serve as Interim Executive Secretary for the Racial Truth and Reconciliation VA Coalition by capturing meeting notes, supporting agenda creation and execution, and collaborating with the chair and vice chair on coalition planning
- Write blog posts to inform advocates of opportunities to use their voice with legislators

Virginia Sexual and Domestic Violence Action Alliance, MSW Intern, Richmond, VA

August 20XX – May 20XX

- Reviewed over 350 proposed state bills to determine their applicability to the policy agenda and participated in planning the coalition's 2020 legislative agenda
- Attended multiple legislative advocacy days, compiling feedback and improvement recommendations to the Action Alliance for planning future advocacy days
- Collaborated on the implementation of 3 Project TeleECHO Clinics ranging from 12-22 participants and created guides for participants and presenters
- Established quality assurance measurements and checks for new reporting tool in VAdat

ADDITIONAL WORK EXPERIENCE

Bank of America, Reporting Analyst, Charlotte, NC

November 20XX – January 20XX

- Communicated with Regional Service Managers across North America to schedule quarterly customer meetings and created and quality checked over 250 dashboards per quarter
- Streamlined dashboard creation process in Tableau resulting in decrease of time spent creating dashboards by 50%

ABSC LLC, Project Analyst, Charlotte, NC

August 20XX – November 20XX

- Created and managed a client vendor compliance program in Excel

VOLUNTEER EXPERIENCE

CASA, Canvasser, Chesterfield, VA

September 20XX – November 20XX

- Canvassed door to door to promote CASA and voter turnout for the state congressional election

COMPUTER SKILLS

Microsoft Office Suite (Word, Excel, PowerPoint, Access), QuickBooks, SAP, Tableau, Microsoft SQL

APPOINTMENT HOURS

Monday - Friday, 8 A.M. - 5 P.M.
Schedule on Handshake.
Log in at careers.vcu.edu.

OFFICE LOCATION

University Student Commons,
1st Floor, Rm. 143

CONTACT INFORMATION

careers.vcu.edu
careers@vcu.edu
(804) 828-1645

Appointments

If you are interested in making an appointment with one of our Career Advisors to review your resume or discuss any other career-related topics/questions, [see which advisor advises your industry of interest](#).

We recommend that first appointments with our office are with a career advisor. In addition, we offer several different appointment mediums to better meet your needs. Choose the medium that best fits your needs.

You can [schedule an appointment](#) by logging into Handshake and selecting the time that works best for you.

Events and Career Fairs

To see our upcoming events and career fairs you can check our [website](#) or log into [Handshake](#).

Questions

If you have any questions you can come into the office, call our front desk at (804) 828-1645, or email us at careers@vcu.edu.

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