

# IMPROVED RESUME

Susan added her phone number and used a more professional sounding email address.

**SUSAN SINGH**

3349 Mississauga Rd. N., #305  
Mississauga, ON L5L 1C

905-789-1234  
susan.singh@mail.utoronto.ca

## EDUCATION

2015 – Present

**Bachelor of Commerce, University of Toronto Mississauga (UTM)**  
**Program: Accounting/Finance and Economics**

Susan effectively uses bold to highlight her Accounting program, but doesn't further detail relevant accounting courses.

## COMPUTER SKILLS

Excel, Access, Word, PowerPoint, email, internet

Only special and related programs such as Excel are of interest to employers; they assume she will have the other 'basic' PC knowledge.

## WORK EXPERIENCE

Summer 2017-

**Sales Associate**, Sportchek  
Provide attentive and knowledgeable customer service  
Handle cash, balance cash  
Open and close store

Present

SUMMERS  
2017- 2018

**Payroll Clerk**, GlaxoSmithKline  
Managed large projects for Payroll/Finance Department  
Prepared monthly internal financial summaries for two customers  
Followed up on outstanding invoices with customers

Although Susan uses some action verbs to describe her work experience (e.g. managed, promoted), her resume still reads like a list. Phrases such as "handle cash" are general and passive.

Summer 2016

**Telemarketer**, Toronto Cabling  
Promoted all cable services  
Supervised customer accounts  
Prepared invoices

## EXTRACURRICULAR INVOLVEMENTS

2017 – Present

**Chair, Events Committee**, ISA (student cultural group), UTM  
Initiated and coordinated cultural events series featuring entertainment, food and fashion

Susan does a good job in highlighting her extracurricular activities. She understands the importance of obtaining transferable skills (communication, leadership, teamwork) from both paid and unpaid work experience

2017 - Present

**Peel Halton Soccer Club**  
Team Captain, Summer 2008  
Scheduled practices and organized games

2015 - 2016

**In-School Mentor**, Peel District School Board  
Meet and tutor weekly with 2 elementary school students

## INTERESTS

Enjoy many types of music; have travelled to Southeast Asia and Europe

Susan's resume, while better than her previous one, still does not effectively package her skills and target the qualifications from the job posting. Please see Susan's Most Effective Resume.