

Resumé Makeover #2

Tips to help you transform your resumé from so-so to sensational.

Before

After

Not only is the resumé design dull, dated and inconsistent, but it also includes an unprofessional email.

Instead of describing what you want in an objective statement, focus on what the employer wants by writing a professional profile that highlights job-relevant expertise.

Replace passive phrases like "responsible for" or "duties include" with action verbs that describe skills and achievements, like "managed," "increased," "improved," etc.

Never repeat bullet statements. It's a missed opportunity to highlight aspects of your experiences.

Highlight job-relevant coursework. Always indicate your program of study, not just "Bachelor of Science."

Angelica Guzmán
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Objective

To obtain a job where I can utilize my degree, experience, and skills to grow within the company and contribute to its success. I am a team player with excellent communication skills and strong problem-solving skills.

Experience

Restaurant General Manager

Pizza House - August 2015 – Present

Responsibilities

Responsible for cash control, staffing, inventory, scheduling, and meeting speed of service goals. I beat last year's sales and maintain positive customer survey results.

I lead a large team of employees from the interviewing to the hiring, firing and promoting, and balance praise with discipline to ensure my team has achieved excellent results.

Achievements

When I first started, I improved a poor performing location in one year by increasing the food safety and quality inspection scores

Our sales are consistently above company benchmarks

My team and I are on par with current goals

Shift Manager

Taco Spot – May 2011 – July 2015

Responsibilities

Responsible for cash control, staffing, inventory, scheduling, and meeting speed of service goals. I was planning to become an assistant manager, but all the Taco Spot locations in Arizona were shut down which was my reason for leaving.

Education

Knowledge Community College

Courses taken were: Philosophy 101, English 101 and 102, World History, Biology 101, College Algebra, and Child Development

University of Phoenix

Bachelor of Science - June 2021

ANGELICA GUZMÁN

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MANAGEMENT PROFILE

TURNAROUND LEADER ~ P&L MANAGEMENT ~ OPERATIONAL EXCELLENCE

"Angelica is an inspiring leader with the combination of business acumen and people skills to drive success"
See more testimonials at: [LinkedIn.com/in/yoururl](https://www.linkedin.com/in/yoururl)

Offering 8+ years of staff supervision and small business management experience, delivering strong and sustainable gains in process improvements, sales revenue, and team productivity. Known for developing potential staff into outstanding team members and leaders. Leverage entrepreneur mindset to achieve financial and operational success in turnaround situations.

Signature Strengths

Training & Development, Change Management, Cost Management, Forecasting, Customer Service Training, Financial Analysis & Planning, Marketing Strategies, Continuous Process Improvement, Team Building

CAREER HIGHLIGHTS

- ✓ Consistently increased service standards, quality, and profitability by instilling a positive company culture based on servant leader principles: diversity of thought, trust, growth mindset, and a coach approach
- ✓ Reversed 5 underperforming sites, driving sales revenue to ~ 5% above company benchmarks
- ✓ Recognized for ability to observe, analyze, and respond quickly to stay ahead of business challenges

PROFESSIONAL EXPERIENCE

GENERAL MANAGER

Rustic Fare Concepts Inc.

August 2015 – Present

Phoenix, AZ

Rapidly promoted to management role for demonstrated leadership qualities and talent for developing high-performing teams. In charge of operations, financial performance, customer satisfaction, and human resources for location with 22 employees generating \$250,000 in annual sales revenue.

Key Achievements

- ✓ Supervise 13 direct reports, building team from ground up through interviewing, hiring, and training; over 20 employees have promoted to shift and assistant manager roles with 3 becoming store managers
- ✓ Improved food safety and product quality inspection score 24% YOY and boosted speed of service 32%
- ✓ Achieved best improved performance metrics out of 26 locations across the region
- ✓ Surpassed sales goals, taking store from -6.5% to +7.5% on avg. with highest period peaking at +16.82%
- ✓ Accomplished an unprecedented 97% Health Quality and Safety Commission (HQSC) audit score, hitting on all speed of service metrics, labor measures, and sales goals, far exceeding the 84% company avg.
- ✓ Recruited to revitalize 5 lackluster locations and successfully improve morale, productivity, and profitability

SHIFT MANAGER

Tasty Brands Group, Inc.

May 2011 – July 2015

Phoenix, AZ

Started as associate and promoted to manager within one year. Led a team of 11 associates to deliver a consistently positive customer experience.

- ✓ Reliably achieved sales goals, averaging 108% of annual sales targets across three years as manager.
- ✓ Managed multiple tasks simultaneously with responsibility for cash control, inventory management, labor and food costs, customer service, and training new employees.

EDUCATION

Bachelor of Science (B.S.), Business
with a **Small Business Management and Entrepreneurship Certificate**
University of Phoenix | Phoenix, AZ

June 2021

- ✓ GPA: 3.85
- ✓ Delta Mu Delta International Honor Society in Business (requires 3.65 or higher GPA and in top 20%)

The layout, format and moderate use of shading dress up this resumé's visual presentation.

The headline immediately states Angelica's expertise. Meanwhile, the LinkedIn testimonial serves as an attention-grabbing invitation to view her profile.

Consider placing a few of your most job-relevant achievements near the top of your resumé when you have a lot of them or if you have served in leadership roles. Integrate metrics of success as much as possible.

Angelica strategically lists the restaurant's parent company to position herself as a business leader, not necessarily a "restaurant" leader.

Angelica backs up her claims of being an effective business leader with specific success metrics.

Like the look? Download the "after" resumé template and other career support resources at phoenix.edu/blog/career-support/tools-resources.html