



Resume Buffalo

be heard

Susan,

Thank you for entrusting Resume Buffalo for your email consult. At Resume Buffalo, we craft compelling resumes that speak to the story of your professional career. Our goal is to tailor a resume that accurately highlights your strengths in such a way that hiring managers and potential employers can quickly, and clearly, evaluate you as a candidate for employment.

In this email consult, I highlight your strengths as well as point out areas where I think there is room for improvement. You'll notice that I focus on your resume's style and content. I hope my feedback serves as a guide as you consider updates and changes that can be made to your resume.

Style

I'll start with style: you may have heard in the past that a resume has to be a single page. That is not always the case. Sometimes, like in your situation – if someone has been working for over a decade they should consider going into multiple pages. The key driver will be the requirements of the role. Some more senior roles will require you to expound upon the most recent skills that have been employed – in these cases early experience can appear redundant and thus not as important. I will get into the specifics of what I mean when we discuss each of your roles in the sections below. My immediate thought upon opening your resume was that there was quite a bit of text; a block of text really – and it was overwhelming. The goal of a resume should be to tell your professional story in a clear, concise manner. With the current format your readers may have a difficult time determining where they should focus/begin reading. Anything that causes the reader to pause is a red flag and we will want to address that with clean lines, clear delineation, and white space that balances the document.

Your utilization of color, and typography is positive, although there is room for improvement to make the document more print friendly as well as to ensure consistent font size across sections.

Lastly, there is an immediate space utilization issue that presents a great opportunity for reformatting the document. You'll notice that your bottom margin is very expansive vs your top margin. By the end of this document I will have walked you through how to position your information in a linear fashion that I hope will utilize all available space and keep clean, consistent margins.

Content

Where I want to spend most of my analysis discussing your content (as might be expected). Currently your resume is broken into 7 sections: Contact Header, Contact Information, About Me, Experience Education, Certifications, and Tech Skills. I'm going to tackle each of these sections one at a time.

In many instances you will see that my recommendations will include combining data to draw the reader through your professional story. While I address each of your sections independently I will provide a summary recap at the end of this document that shows a new structure to employ.

Header

It is great that you draw attention to your name and the type of role that you are currently employed within. The gray/black border is strong but could annoy hiring managers that want to print your resume and hate wasting ink. My suggestion would be a clean contact section that combines your name and contact information (telephone, email, city, state, zip, and LinkedIn). It can be left justified or centered, but certainly should have your name front and center with a single line below showcasing the other ways to contact you. In this way everything is in one place and easy to find without hunting and picking through the document.

About Me

This section serves as a great introduction to who you are as a candidate. It is clear and to the point, but in my opinion, it is too generic. This section, sometimes called a "Summary" or "Professional Summary" is a great opportunity to target the specific role that you are looking to acquire. My recommendation would be to take the information displayed here and morph it into a summary that shows who you are (the type of role you currently inhabit and the skills you are utilizing) and what you are looking to achieve in your next role. This second sentence (or couple of sentences) is where you will be able to target the specific role that you are applying to. This will give the reader (your audience) the immediate impression that you understand what the role you to which you are applying. It will also showcase why you are the perfect candidate. That will help to ensure that the reader/hiring manager continues to read your resume.

The summary section will also provide context to what the reader is about to see within the core of your resume, your Experience section.

Experience

Your experience section, which I would consider renaming to "Professional Experience", is the section where we are going to spend the bulk of this document because it is the section that your readers (recruiters, hiring managers, etc) will be most interested in. This section is where you will want to present the clearest picture of who you are as a potential employee. In the current state it feels like a wall of text and that will trouble potential readers. However, with a few key tips we can make each role clear and to the point.

For starters, in the new linear fashion of your resume the information will be presented in a new way that will help your readers see very quickly the following information:

- Where you worked
- When you worked there
- What your role was
- Where the role was located

For example:

| | |
|--|--------------------|
| ABC Software, LLC | May 2017 – Present |
| <i>Administrator</i> | Los Angeles, CA |
| <ul style="list-style-type: none">• Troubleshoot and Fix the full platform stack, including applications such as Apache, HTTP, ActiveMQ and Tomcat, MySQL, OpenVPN, HAproxy, Nagios, RT and RANCID• Investigate and resolve device discovery and monitoring failures across the entire stack requiring the ability to read, understand, and write Perl, Bash, Regex and SQL queries• Resolve L2 client requests and critical outages according to contract SLA• Maintain RHEL, CentOS 6/7 and Scientific Linux on VMware virtualization• Coordinate as part of a global team to facilitate platform operations within the ITIL framework | |

Separating the location from the dates employed will help provide clarity for the reader. Italicizing your role will emphasize it to the reader.

You have done a great job highlighting the key accomplishments of your time in this role. You can clearly quantify what you did, but I would like to see you show *why* the work you performed was useful. I have a few suggestions on how your metrics can be stronger that you should consider applying throughout your resume where possible:

- How many tickets or issues do you troubleshoot in a given week, month, or quarter? Is this saving clients (or your company) any time/money? If we can capture that data we can showcase not only the work you performed but the impact or ROI you had for the business
- How many monitoring failures do you investigate in a given time period? Are there any key accomplishments you can point to that have impacted clients/your business?
- How many L2 client requests have come through? If you are meeting the SLA can you speak to the specifics (e.g. a requirement of 96.9% uptime is met)?
- Maintaining the systems is one thing – what does that ensure happens? Uptime? Access? Availability? In this bullet you shouldn't list the task you perform, but why it is critical
- How many members of the global team are there? What was the greatest success of this team?

Moving into your older roles brought similar questions to my mind that could help strengthen your resume – I have segmented those questions by role:

QRS Software (Systems Administrator)

- Were you part of a team that implemented the ELK stack? How did centralized logging and custom environment monitoring help the business as a whole?
- How much time did you save (either yourself or a team) by automating tasks with PowerShell, Bash, or Python
- How many Windows and Linux servers did you install, configure and maintain within the development environment? Why was that mission critical to the team (if it wasn't critical, why do you feel it was most important to the business)?
- How did network monitoring help move the company forward? Where they able to determine issues within the network that were then resolved?
- Why was the maintenance of the Nagios monitoring system important?

XYZ Software (Systems Administrator)

- How many routers and switches did you configure and troubleshoot? Was there a quota or goal?
- Why was securing and optimizing core services of the Linux servers so important during the deployment phase? How did that help businesses?
- What was the purpose of installing services on the virtualization? Were you doing it for specific order requirements of businesses so that they could get the most out of the hardware/software?
- How many clients (specifically) did you manage spam filtering for? Why was that important to them? Do you have any metrics on how much spam you prevented using those systems?
- How much time did you save (either yourself or a team) by automating tasks with Bash? Did you document those scripts and put them into a process that was utilized by others?
- The bullet point on "Experience in implementation..." seems to be lacking specifics. Any additional detail you can provide will help a reader understand why that content matters

XYZ Software (Technician)

- How many systems did you configure? Were you part of team that had goals/KPIs?
- How many sites/businesses did you install SFP, fiber, copper, and DC wiring? How big were the companies?
- What was the result of your monitoring and troubleshooting for UMTS, LTE, GSM and microwave technologies at the tower sites?

XYZ Software (Senior Support Technician)

- How many customer service calls did you take in a given time period (week, month, quarter) and how successful were you in any stated goals/quotas
- How many clients did you need to configure hardware for?
- Were you working as part of a team on these matters? If so, how did you assist and contribute to that team?

Each of the questions above are not rhetorical, they aren't for me to answer. The goal is to provide context around the work you performed. By including the return that you provided you will help hiring managers and recruiters understand the work you performed and the value you provided. Being able to communicate the ROI will allow readers to see benefit of having you on their team; it will cause them to envision how you could accomplish great things for their company – and that will mean a greater likelihood of success for you.

Additionally, you have a unique opportunity to showcase growth during your time spent at XYZ Software. By highlighting each of these roles under the central heading of the company you can showcase that you were promoted after learning new skills. It also indicates a level of loyalty that you could show to a potential employer and that is always sought after. Below is how I would look to accomplish this (with dummy data):

| | |
|--|---------------------|
| XYZ Software | Nov 2015 – Nov 2016 |
| <i>Systems Administrator</i> | Washington, DC |
| <ul style="list-style-type: none">• Bullet point 1• Bullet point 2• Bullet Point 3 | |
| <i>Telecommunications Technician</i> | Jan 2014 – Nov 2015 |
| <ul style="list-style-type: none">• Bullet point 1• Bullet point 2• Bullet point 3 | |
| Senior Support Technician | Feb 2012 – Jan 2014 |
| <ul style="list-style-type: none">• Bullet point 1• Bullet point 2• Bullet Point 3 | |

A couple of additional notes on content and formatting: ensuring consistency with month names; either abbreviate or write them out in full. Also, consider dropping the Senior Support Technician information about being employed in May 2007 – April 2009 completely so as to avoid any awkward gaps (shown in the example above).

With regards to your role as a “Computer Support Technician” at JKL Wireless in Dallas, TX from 2001 – 2005; I would consider dropping this role completely from the resume. The bulk of your important experience is shown in the most recent roles that you have and the information provided by this role is redundant (this will also help save space on the new version of your resume).

Lastly, some of your bullet points end with “.” while others exclude the “.” you will want to ensure consistency throughout the document as attention to even these minor details matter.

Education and Certifications

Updating the format of your education to match how I have described the updates to your professional experience section could help balance your resume and eliminate some of the white space. This is also another opportunity to combine sections and save space in the new linear format resume that we are looking to create. Here is an example of how that would look:

EDUCATION

| | |
|--|------------------------------|
| State University | May 201X (<i>expected</i>) |
| <i>Bachelor of Science in Information Technology</i> | |

| | |
|-------------------|-----------------------|
| CompTIA Network+ | Date of Certification |
| CompTIA Security+ | Date of Certification |

See the difference in how clear that information is presented? You'll note two important items shown here. The first is that usually the date would be listed on the second line whereas the location is directly to the right of the institution (similar to your roles). In this case the school is online, and so we are avoiding that information altogether. The second is the inclusion of the "Expected" language – we want to avoid the immediate impression that you have already achieved this degree, and by including this language we overcome that hurdle. Lastly, because I didn't have a specific date I just included a "201X" – but we should have the actual date on the final product that is presented to potential employers.

By keeping all of your education and certifications in one place the hiring manager can compartmentalize this part of your story and easily refer back to it without any issues. I also would suggest removing the "ce" (which stands for "Continuing Education" – readers will know exactly what the certification is). Lastly, we want to highlight when you achieved the certification, not when it will expire. Let the interviewer ask you if the certification is still relevant so that you have a chance to let them know all the salient details.

As a side note, one of your bullet points from ABC Software spoke to the ITIL framework. Do you have the ITIL v3 certificate? If so, that should be included in your certifications listing.

Tech Skills

The skills you have listed are fine. This is usually a catchall section and the good news is that it would mostly serve as a jumping off point for a hiring manager to pick and choose from for new questions to ask (in an interview). My preference as we look to streamline your resume would be to list these skills off in a single grouping, like this:

Networking, TCP/IP, DHCP, DNS, OpenVPN, HAProxy, RANCID, Netflow/IPfix, ACL, VLAN, Linux, SMTP, IMAP, SNMP, Nagios, Apache, Shell Scripting, Bash, Perl, VMware

Closing Comments

It is incredibly important to ensure that your bullet points express the experiences you had and the service you provided. Not that this is always the case, but when I interview candidates, I make it a point to dig into each of their bullet points. It is the fastest way for me to see if they know what they are talking about – and to uncover the context of the bullets (whether it is a project, team, etc). In either case you need to know your facts and be able to back them up. In an interview setting this could make all the difference.

I would suggest a re-write of your resume that takes advantage of a new linear format showcasing the following sections:

- Contact Information
- Professional Summary
- Professional Experience
- Education/Certifications
- Technical Skills

Someone reading this information top to bottom in a clear, quick fashion will understand exactly who you are and whether you are the right person for the job. [Here is an example](#) of what a basic version of that kind of resume would look like. If you'd like me to rework your information as provided in this document to that kind of document I can absolutely provide that service to you. Just [click here to place an order](#) to have me update your resume into a new template with the tweaks described in this analysis document.

You have a great experience and a resume that, with a few tweaks, can be utilized to apply for a variety of roles in your target industry. Please don't hesitate to get in touch with me if you have any questions or need additional help.

Best regards,

Stephen Andrews