Resume Makeover: Clearer, Stronger Experience

BEFORE & AFTER | CAREER WRITING

The brief

An office coordinator needs a clearer experience section for administrative roles. The source notes below are fictional. No duties, credentials, metrics, or outcomes have been invented in the revision.

Before | supplied draft

Office Coordinator, Cedar Lane Repair
Answered phones and helped customers. Did schedules and paperwork. Worked with the team on appointments and invoices. Used Excel. Made sure things got done.

Source notes | facts available to the editor

Scheduled repair visits for three technicians; answered customer calls; recorded appointment changes in Excel; checked invoice details against completed work orders; sent discrepancies to the owner for review.

After | revised experience section

OFFICE COORDINATOR | Cedar Lane Repair
• Coordinate repair appointments for three technicians and update the schedule when customer needs change.
• Answer customer calls, explain appointment availability, and record service requests.
• Maintain an Excel log of appointment changes so the team can review the current schedule.
• Compare invoice details with completed work orders and flag discrepancies for the owner.

Editorial decisions

Replaced vague duties with specific actions, grouped scheduling and customer service work logically, and kept verb tense consistent. The revision uses only the supplied facts. Measurable results would be added only after the applicant verifies them.