

Resume Success Guide

Helping You Build a Resume That Opens Doors

Welcome

Your resume is more than a list of jobs—it's your professional story.

It should clearly communicate your experience, accomplishments, strengths, and the value you bring to an employer.

At Q&Q Staffing & Consulting, we believe a well-crafted resume opens doors to meaningful opportunities.

This guide will help you create a resume that gets noticed.

SECTION 1

The Purpose of Your Resume

A great resume should answer one question:

"Why should this employer interview you?"

Your resume should be:

- ✓ Easy to read
- ✓ Professional
- ✓ Achievement-focused
- ✓ Tailored to the position
- ✓ Error-free

SECTION 2

Recommended Resume Format

Contact Information

Include:

- Full Name
- Professional Email
- Phone Number
- City & State
- LinkedIn Profile

Professional Summary

A strong summary should include:

Years of experience

Industry expertise

Key strengths

Career focus

Example:

Healthcare Claims Supervisor with over 12 years of experience leading claims operations, improving quality metrics, and developing high-performing teams. Proven success in revenue cycle management, appeals, customer service, and operational excellence. Passionate about building collaborative teams and improving organizational performance.

SECTION 3

Core Skills

Examples:

Healthcare Claims

Revenue Cycle

Medical Billing

Appeals

Quality Assurance

Auditing

Leadership

Training & Development

Customer Service

Compliance

Epic

Facets

QNXT

Microsoft Office

Process Improvement

Project Management

Data Analysis

SECTION 4

Professional Experience

For each position include:

Company

Job Title

Employment Dates

Three to six accomplishment-focused bullet points

Instead of This:

Managed a team.

Write This:

Led a team of 18 healthcare claims specialists, achieving a 98% quality score while reducing claim processing turnaround time by 22%.

Another Example

Instead of:

Handled customer service.

Write:

Resolved complex provider inquiries while maintaining a 96% customer satisfaction rating.

SECTION 5

Quantify Your Success

Employers LOVE numbers.

Whenever possible include:

Percentages

Dollar amounts

Team sizes

Claims processed

Projects completed

Productivity improvements

Examples:

✓ Reduced claim backlog by 35%.

✓ Trained 20 new employees.

✓ Managed a \$2 million claims portfolio.

✓ Improved audit scores from 91% to 98%.

✓ Reduced processing time by two days.

SECTION 6

Education

List:

School

Degree

Graduation Date (optional)

Relevant coursework (if applicable)

SECTION 7

Certifications

Examples:

AAPC

AHIMA

CPC

CPB

Lean Six Sigma

Project Management

Other professional certifications

SECTION 8

Applicant Tracking System (ATS) Tips

Many employers use ATS software to screen resumes.

To improve your chances:

- ✓ Match keywords from the job description
- ✓ Use standard headings
- ✓ Avoid tables and graphics
- ✓ Save as PDF (unless otherwise requested)
- ✓ Keep formatting simple

SECTION 9

Common Resume Mistakes

Avoid:

- ✗ Spelling errors
 - ✗ Grammar mistakes
 - ✗ Long paragraphs
 - ✗ Personal photos
 - ✗ Unprofessional email addresses
 - ✗ Generic objectives
 - ✗ Including every job you've ever had
-

SECTION 10

Resume Checklist

Before submitting...

- ☐ Contact information verified
- ☐ Professional summary updated
- ☐ Keywords included
- ☐ Accomplishments quantified
- ☐ Formatting consistent
- ☐ Grammar checked
- ☐ Saved as PDF
- ☐ File name professional

Example:

Jasmine_Tolbert_Resume.pdf

SECTION 11

Resume Action Verbs

Instead of saying:

Did

Worked

Helped

Use stronger words like:

Led

Managed

Developed

Improved

Reduced

Increased

Implemented

Analyzed

Coordinated

Designed

Optimized

Achieved

Directed

Facilitated

Resolved

SECTION 12

Final Thoughts

Your resume is often your first introduction to an employer.

Take the time to ensure it accurately reflects your experience, accomplishments, and professional potential.

Remember...

Employers hire people who demonstrate the value they can bring—not simply the tasks they have performed.

Q&Q Staffing & Consulting, LLC

Healthcare & Insurance Workforce Solutions

Recruit. Develop. Elevate.

Disclaimer

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