

Remote Work Resume Guide

How to craft a resume that gets you hired for remote and call-center roles.

Format & Layout

- Stick to one page for under 10 years of experience; two pages max otherwise.
- Use a single, professional font (Arial, Calibri, or Helvetica) at 10–12pt.
- Save as PDF with a clean filename: FirstName_LastName_Resume.pdf.
- Avoid graphics, photos, or fancy templates that confuse ATS parsers.

Header & Contact

- Full name, city/state (no full address needed), phone, email, LinkedIn URL.
- Use a professional email: firstname.lastname@gmail.com.
- Add a link to a polished portfolio or GitHub only if relevant.

Summary Statement

- Write 2–3 lines tailored to the job posting.
- Example: 'Detail-oriented tax support specialist with 4+ years resolving TurboTax and H&R; Block issues. Proven track record of 95%+ customer satisfaction in high-volume call-center environments.'
- Lead with years of experience, domain expertise, and a standout metric.

Experience Section

- Use reverse-chronological order.
- Start bullets with strong action verbs: Resolved, Trained, Streamlined, Achieved.
- Quantify everything: calls handled, satisfaction scores, time saved, error rates reduced.
- Highlight remote-specific skills: Slack, Zoom, CRM tools, async collaboration.
- Mention familiarity with tax software: TurboTax, ProSeries, TaxAct, Drake.

Skills Section

- Split into 'Technical' and 'Soft Skills' if you have enough.
- Technical: Tax software, Excel, CRMs, ticketing systems, screen-sharing tools.
- Soft Skills: Active listening, empathy, conflict resolution, time management.
- Only list skills you can confidently discuss in an interview.

Final Polish

- Run through Grammarly or Hemingway for clarity.
- Ask a friend in the industry to review for relevance.
- Tailor keywords for each application — one size does not fit all.

Your resume is your first conversation with a hiring manager. Make it count.