



## How Year Up Achieved a 75% Reduction in Time Spent Creating Resumes



2023-2025 Partnership Outcomes



**"Our sites using the new AI version of RS Works are spending 75% less time on resumes...their graduates are getting hired faster, with nearly a 10% FTE higher placement rate."**

**Pieter Van Sciver**

Director of Business Services  
Year Up United

# Year Up United: Mission, Impact, & Challenges

Year Up United is dedicated to providing equitable economic opportunities for young adults, serving over 43,000 participants across 30+ campuses. The organization partners with 250+ corporate entities, including 40+ Fortune 100 companies, to offer training in fields like IT and financial services.



## Year Up United : 12-Month Program Structure

- **Phase 1:** 6 months of technical and professional skills training.
- **Phase 2:** 6-month paid internships with corporate partners.
- **Phase 3:** Ongoing support and career development.

## The Challenge: Scaling Quality Resume Support

As Year Up projected growth from 3,000 to 15,000+ participants annually by 2026, several critical challenges emerged:

### Time Intensity

- Staff spent 3+ hours per student on resume teaching, editing, and feedback
- Manual formatting of irregular text boxes and inconsistent layouts consumed resources
- Multiple revision cycles as students struggled with professional writing standards
- Scheduling bottlenecks as students competed for limited one-on-one editing time
- Administrative burden of tracking resume progress across large cohorts

### Quality Inconsistency

- Only 33% of resumes met partner-ready standards initially
- Significant variation in resume quality across different staff and campus locations
- Inconsistent formatting created unprofessional appearance despite strong content
- Language and tone disparities as staff had varying levels of resume writing expertise
- Industry-specific content gaps when staff lacked specialized knowledge for career tracks
- Template limitations with outdated formats that didn't reflect modern hiring practices

### Scalability Constraints

- Limited staff capacity impacted ability to serve growing participant numbers
- Staff ratio projected to increase from 1:60 to 1:200+ participants
- Quality resume creation became a critical bottleneck in program delivery
- Recruitment challenges in finding qualified staff with resume writing expertise
- Burnout risk as staff struggled to maintain quality while managing increased caseloads
- Resource conflicts between resume support and other essential career services

*"We are saving so much time, because we aren't spending that time building resumes - and that's the point of this - increasing staff capacity."*

**Walter Joseph** | Associate Director,  
Business Product Management  
Year Up United

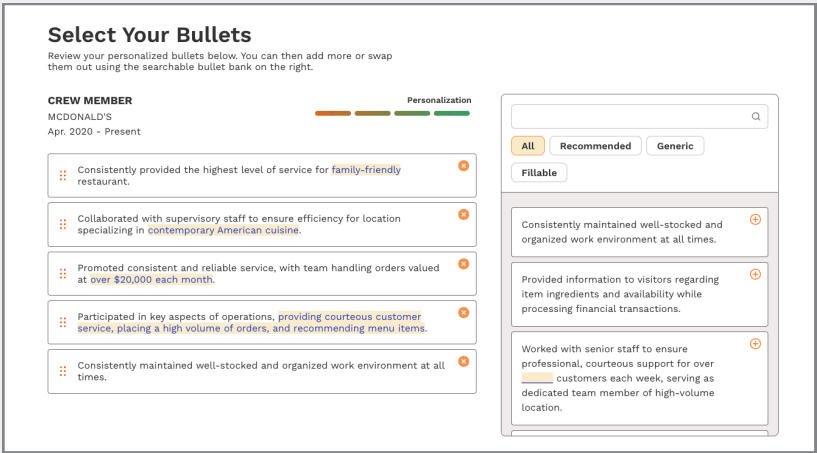
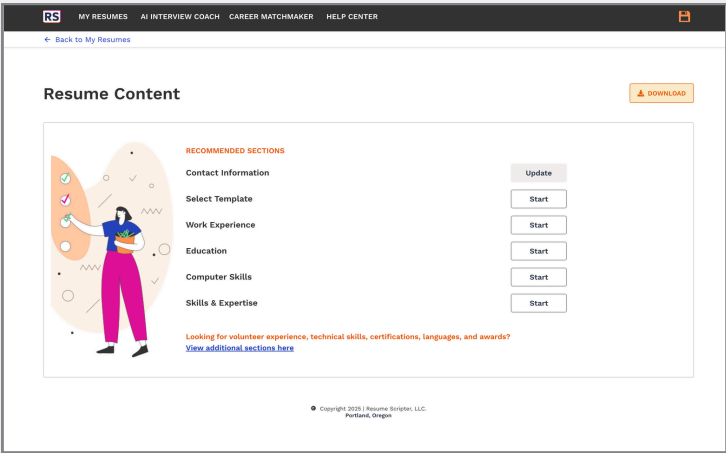


# Solution: Resume Scriptor’s RS Works Platform

Resume Scriptor’s RS Works platform was developed specifically for employment counselors serving job seekers from underserved backgrounds. Developed by a CRPW-certified resume writer and social worker, founder Andrea Gerson launched RS Works to make her methods more accessible to the job-seekers who most needed them.

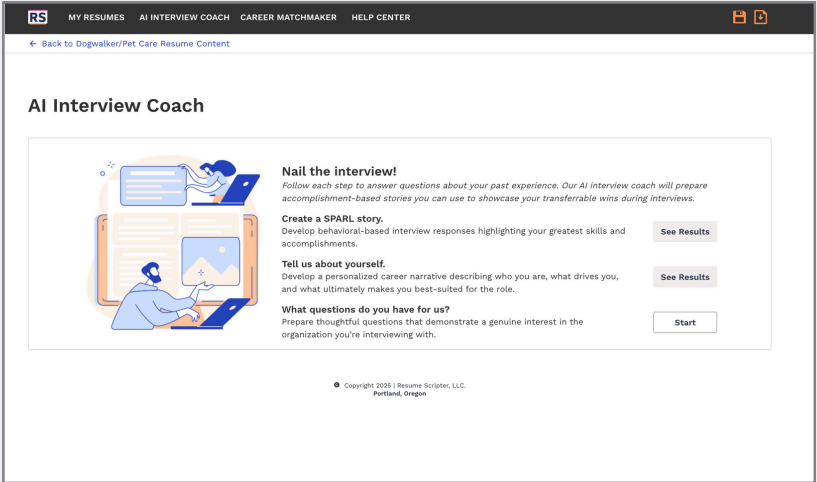
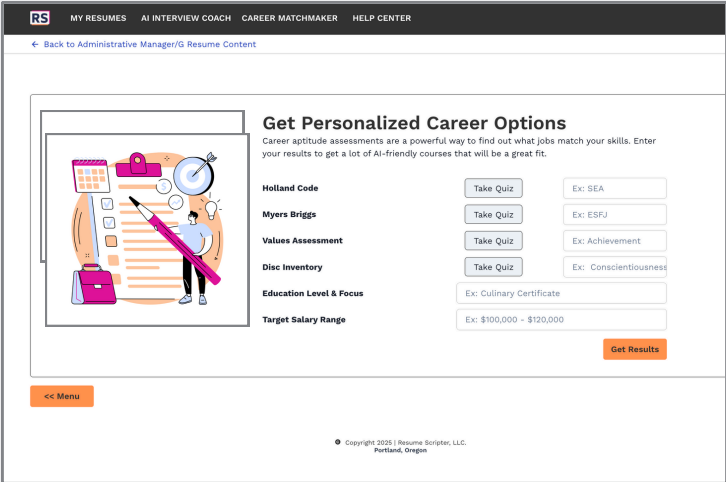
The tool has served over 50,000 jobseekers to date, through partnerships with organizations like NPower, Goodwill, American Student Assistance, and the City of Baltimore’s Office of Economic Development.

- **Dynamic Resume Building** with industry-specific content.
- **Professional Templates** optimized for applicant tracking systems.
- **Guided Workflow** for effective accomplishment articulation.



All Year Up participants receive unlimited access to:

- **ATS-Optimized Resumes + Cover Letters that highlight their unique strengths**
- **AI Interview Coach with personalized feedback and expert guidance**
- **Digital Career Matchmaker for AI-proof career recommendations**



# RS Works Pilot Rollout & Outcomes

## Phase 1: Pilot Program (2023)

- Conducted in two markets, involving two-day training sessions.

## Phase 2: National Rollout (2024-2025)

- Expanded to 3,000+ participants annually, integrated into program phases.

## Measurable Results

### Dramatic Time Savings

Metric	Before RS Works	After RS Works	Improvement
Learning & Development Phase	3 hours	45 minutes	75% reduction in staff time
Internship Phase	20 minutes	11-15 minutes	25-45% reduction

### Significant Quality Improvements

Phase	Quality Metric	Before	After	Improvement
Career Development & Intensive Resources Resumes	Meeting/ exceeding expectations	33%	72%	118% increase in reported resume quality

### Increase in FTE Job Placements

Phase	Quality Metric	RS Cohort	Non-RS	Improvement
Post-Program Completion: July 2024 Graduate Outcomes	Full-time jobs related to YUU program track.	66.6%	58.5%	7.1% increase in FTE among RS cohorts

# Conclusion: A Blueprint for Workforce Development

The partnership between Year Up United and Resume Scriptor exemplifies how strategic technology adoption can solve the fundamental tension between scale and quality in workforce development. This isn't merely an operational improvement—it's a transformation that redefines what's possible in preparing underserved young adults for economic mobility.

## The Compounding Effect

The 75% time reduction creates a virtuous cycle: better student outcomes lead to stronger employer partnerships, which generate more opportunities, attracting additional corporate investment and enabling even greater program reach. Year Up has essentially solved the scalability equation that challenges most social impact organizations.

## Broader Industry Implications

This case study provides a replicable framework for other workforce development organizations grappling with similar challenges:

- Technology as an enabler, not a replacement, for human-centered career services
- Quality standardization that preserves personal touch while ensuring consistency
- Resource optimization that unlocks organizational capacity for growth

## Mission Amplification

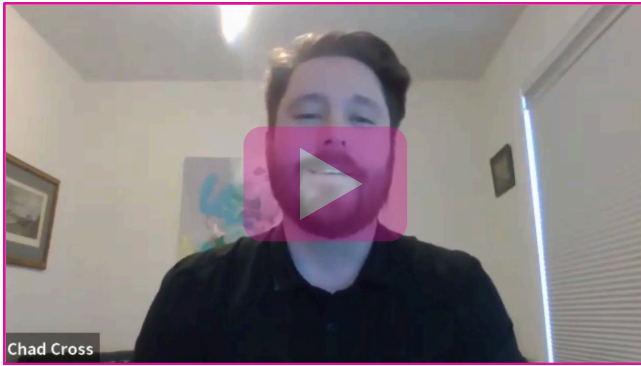
Most importantly, this partnership amplifies Year Up's core mission. By eliminating administrative bottlenecks, the organization can focus entirely on what matters most: developing the next generation of diverse professional talent and creating pathways to economic opportunity that didn't exist before.

The 43,000+ lives already transformed represent just the beginning. With scalable systems now in place, Year Up is positioned to reach hundreds of thousands more young adults, fundamentally shifting the landscape of economic opportunity in America.

*"This tool is a game changer!" — Year Up Staff*

*"We are saving so much time. What else can we be doing with that time? Increasing staff capacity to teach deeper elements." — CPD Facilitator*

## Year Up United Testimonials



"They can create and hone a perfect description of exactly what they did in a specific job... Our students have a lot of confidence in the resumes that they produce."

**Chad Cross**

Associate Director, Program Facilitation



"The outcomes of the pilot were very good — exactly what we were looking for, essentially. The platform is very intuitive, and we've gotten a lot of really great feedback."

**Walter D. Joseph**

Associate Director, Business Product Management

***It used to take over 3 hours to produce an internship-ready resume. Now it takes 30 minutes.***

***In the past, it took me 20 minutes to do a final edit on resumes. Now it takes about 11 minutes.***

***We are saving so much time. What else can we be doing with that time? Increasing staff capacity to teach deeper elements.***

***The other learning community did not use Resume Scripter. I could distinctly tell the difference. The time we saved was substantial. This tool is a game changer!***

***I enjoyed using the tool. It was easier and faster than creating a resume the traditional way.***

***Resume Scripter improved the resume creation process tremendously!***