



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



"Our sites using 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 expanding equitable economic opportunities for young adults, serving over 43,000 participants across 30+ campuses. The organization partners with 250+ corporate entities to offer training in areas like IT and financial services.



The Challenge: Scaling Quality Career Support

As Year Up projected growth from 3,000 to 15,000+ participants each year, several critical challenges emerged:

Time Intensity

- Staff were spending 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

Quality Inconsistency

- Only 33% of resumes met partner-ready standards initially
- Significant variation in resume quality across different staff and campus locations
- 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

Scalability Constraints

- Limited staff capacity impacted ability to serve growing participant numbers
- Staff ratio projected to increase from 1:60 to 1:200+ participants
- 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."

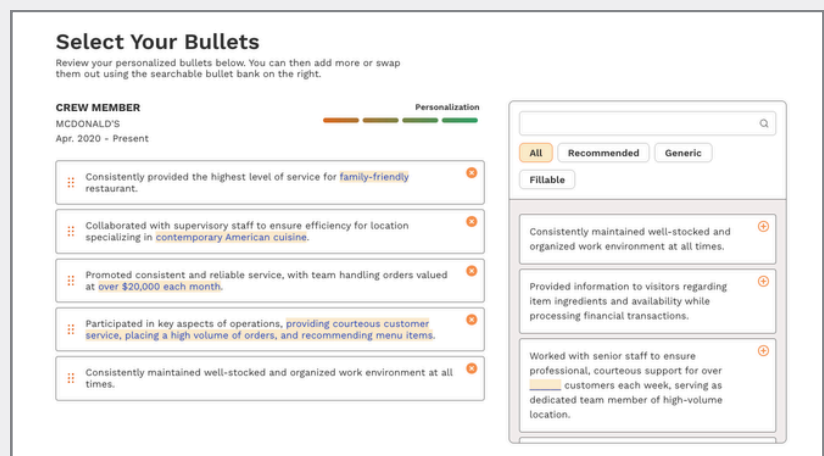
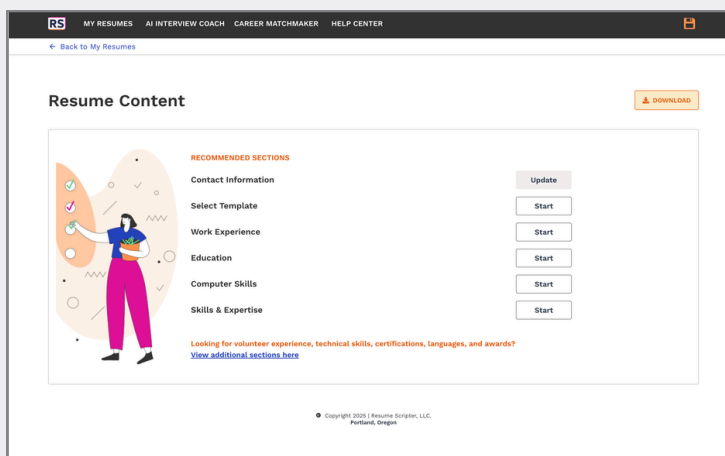
Walter Joseph | Associate Director,
Business Product Management
Year Up United



Solution: Resume Scriptor's RS Works Platform

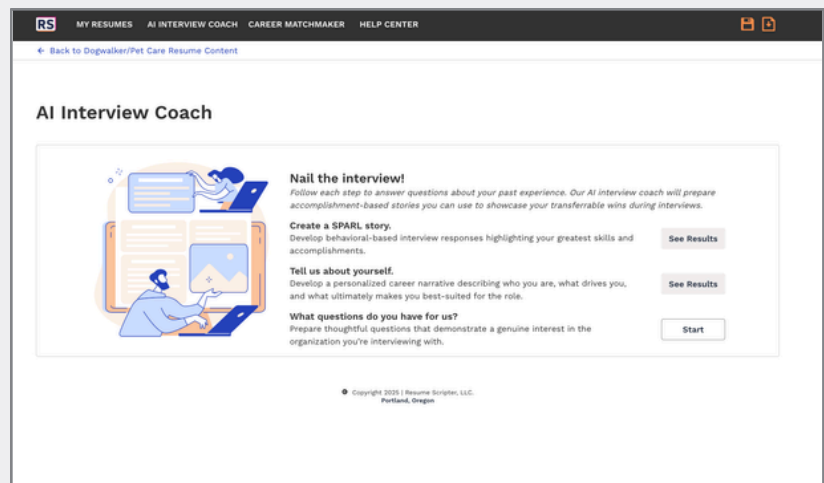
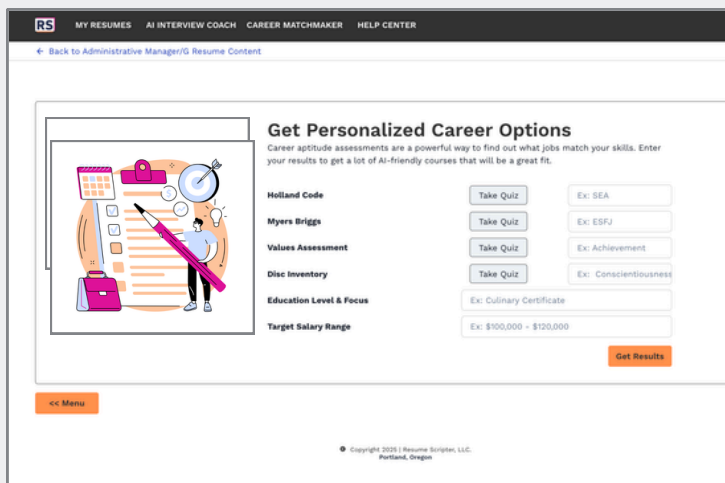
Resume Scriptor's RS Works platform was developed specifically for employment counselors serving job seekers from underserved backgrounds. Developed by a CRPW-certified resume writer and social worker, founder Andrea Gerson launched RS Works to make her methods more accessible to the job seekers who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

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



All Year Up participants received 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-friendly career recommendations



RS Works Rollout & Evaluation

Unexpected Pilot Outcomes

Workforce organizations using RS Works have consistently seen measurable improvements in three key areas. Staff time, job placement rates, and employer satisfaction.

As shown below, Year Up United saw decreases in staff time while also seeing higher satisfaction rates among hiring partners and increased job placements.

Metric #1: Staff Time Savings

Metric	Before RS	After RS	Improvement
Learning & Development Phase	3 hours	45 minutes	75% reduction in staff time spent on resumes

Metric #2: Quality of Materials

Phase	Quality Metric	Before RS	After RS	Improvement
Internship Placements	Corporate partner satisfaction with student application materials	33%	85%	250% increase in employer satisfaction

Metric #3: Increase in FTE Job Placements

Phase	Quality Metric	Non-RS Users	RS Users	Improvement
Graduate Outcomes	Full-time jobs related to YUU program track.	58.5%	66.6%	7.1% increase in FTE among RS cohorts

Final Thoughts: 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 job seekers for economic mobility.

The Compounding Effect

The 75% time reduction creates a virtuous cycle: better participant outcomes lead to stronger employer partnerships, which generate more opportunities 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.

"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."

- Associate Director, Business Product Management @ Year Up United

"I highly recommend RS Works to anyone providing career counseling and resume support, regardless of field."

- Associate Director of Program Facilitation @ Year Up United