

## ASK A RECRUITER

### Expert Advice from the PayTech Women Talent Acquisition Committee

[Resume & LinkedIn](#) [Being Seen & Growing Your Network](#) [Internal Career Growth](#) [Hiring & Recruiting Best Practices](#)

Whether you're launching your career, pursuing your next leadership opportunity or hiring exceptional talent, the advice in this guide comes from experienced recruiters and talent acquisition leaders who hire across the payments and fintech industry. While recruitment practices vary by organization, these insights reflect common best practices that can help job seekers present themselves confidently and hiring managers secure the best candidates.

#### Resume & LinkedIn

Your resume and LinkedIn profile are often your first introduction to a recruiter or hiring manager. These tips will help you highlight your experience, communicate your value and improve your visibility.

#### 1. What suggestions do you have for resumes?

*Recruiter Insight by Jenna Klugh-Davis, Managing Director of Recruiting, Davis Talent*

Your resume should be working for you. If you're applying for positions and not getting interviews, it's probably time to make some changes.

Here are the recommendations I share most often:

- Keep your resume concise—typically one to two pages—and tailor it to every position you apply for.
- Review the job description and incorporate relevant keywords naturally throughout your resume.
- Focus on measurable accomplishments rather than listing responsibilities. Show the impact you've made whenever possible.
- Include a skills or core competencies section that aligns with the position you're pursuing.
- If you mention companies that may not be widely recognized, add a brief description explaining what they do and the industry they serve.
- Test every hyperlink, including your email address and LinkedIn profile, before submitting your resume.
- Save your resume as a Microsoft Word document unless a PDF is specifically requested. Some Applicant Tracking Systems (ATS) don't process PDFs as accurately, particularly if contact information is placed in the header.
- Proofread carefully. Grammar mistakes, broken links or inaccurate information can quickly undermine your credibility.
- If you use AI to help write your resume, review every word to ensure it's accurate and reflects your actual experience.

I also recommend thinking strategically about how much experience to include. For many mid-level positions, your most recent 10 years is often enough. Senior leadership candidates may include up to 20 years, but going beyond that rarely adds value and can make your resume unnecessarily long.



Finally, don't wait until you are job searching to update your resume. Review it at least once a year and add promotions, certifications, major accomplishments and new skills while they're still fresh.

**Key Takeaway:** *Your resume should clearly demonstrate the value you've delivered—not simply describe the work you've done.*

## 2. Should my LinkedIn profile match my resume?

*Recruiter Insight by Jenna Klugh-Davis, Managing Director of Recruiting, Davis Talent*

Yes. Your LinkedIn profile and resume should tell the same professional story. Your resume is a targeted marketing document that's customized for specific opportunities. Your LinkedIn profile represents your overall professional brand and can include additional experience, projects, recommendations and accomplishments.

I recommend using your resume as the foundation for your LinkedIn profile, then expanding it with:

- Older positions that don't fit on your resume
- Volunteer experience
- Professional certifications
- Portfolio links or project examples
- Recommendations and endorsements
- Thought leadership through posts and articles

Most importantly, make sure the fundamentals match. Your job titles, employers, employment dates, education and certifications should be consistent across both. Differences can create unnecessary questions for recruiters and hiring managers.

If you're actively searching, consider enabling LinkedIn's **Open to Work** feature so recruiters can more easily find you. Include only your city and state—not your full address.

Finally, remember that everything you post or comment on contributes to your professional reputation. Before responding to messages from recruiters, verify they're legitimate and represent a credible company.

**Key Takeaway:** *Your resume opens the door. Your LinkedIn profile provides the additional context that helps recruiters get to know you.*

## 3. How do I address a work gap on my resume and in interviews?

*Recruiter Insight by Liz Sweeney, Executive Recruiter & Account Manager, Talvero Payments & Fintech Recruiting*

Career gaps are more common than many people realize. The key is to address them honestly and confidently.

On your resume, I recommend listing employment by year rather than month and year if the gap is relatively short. If you took a longer break, consider including a brief entry such as "Career Break" with a concise explanation.



You might include a statement like:

*"Career Break – Focused on family responsibilities while continuing professional development."*

If applicable, mention activities that demonstrate continued growth, such as:

- Professional development courses
- Certifications
- Consulting or freelance work
- Volunteer leadership
- Industry networking

During interviews, keep your explanation brief and factual, then quickly shift the conversation to the value you bring.

For example:

*"My position was eliminated during a company restructuring. Since then, I've focused on finding a long-term opportunity where I can make a meaningful contribution."*

Or:

*"I stepped away to manage family responsibilities. That situation has been resolved and I'm excited to return to a full-time leadership role."*

Avoid speaking negatively about former employers or dwelling on the circumstances. Instead, emphasize what you've learned, how you've stayed current and why you're ready for your next opportunity.

**Key Takeaway:** A career gap doesn't define your professional story. Your skills, accomplishments and readiness for your next role do.

### **Being Seen & Growing Your Network**

Landing your next opportunity isn't just about submitting applications. Building your professional network, showcasing your expertise and making yourself visible to recruiters can significantly improve your chances of being discovered.

#### **4. How do I get discovered by recruiters and hiring managers in the payments industry?**

*Recruiter Insight by Kathleen Houseman, Senior Recruiter, Talent Acquisition, Dexterous Talent*

One of the best things you can do is clearly define your payments and fintech expertise. Our industry values specialized experience, so make it easy for recruiters to understand where you add value.

I recommend taking inventory of your experience, including:

- The payment products, technologies and projects you've supported
- The types of customers you've served, such as merchants, banks, consumers or internal stakeholders
- Customer segments you've worked with, including SMB, mid-market and enterprise organizations
- Industry verticals you've specialized in, such as retail, financial services, eCommerce or omnichannel commerce
- Measurable accomplishments and business results



Use that information consistently across your resume, LinkedIn profile and professional networking conversations.

The more clearly you communicate your experience and achievements, the easier it is for recruiters and hiring managers to recognize that you're a strong match.

**Key Takeaway:** Be specific about your expertise. The more clearly you communicate your value, the easier you are to find.

## 5. What are the best ways to network within our industry?

*Recruiter Insight by Kathleen Houseman, Senior Recruiter, Talent Acquisition, Dexterous Talent*

Networking isn't just about finding your next job – it's about building relationships throughout your career.

I encourage you to become involved in organizations that align with your role and career goals. Industry associations, alumni groups and professional organizations are excellent places to meet people and learn from others.

Some of my favorite networking strategies include:

- Attend industry conferences and association events.
- Connect with recruiters and hiring managers before you're actively looking.
- Schedule informational interviews with professionals whose careers you admire.
- Volunteer for committees, mentoring programs or industry initiatives.
- Stay engaged with your alumni network.
- Give back whenever possible. Networking works best when it's a two-way relationship.

Organizations like [PayTech Women](#) provide valuable opportunities to build authentic relationships with professionals across the payments ecosystem.

**Key Takeaway:** Build your network before you need it. Genuine relationships often create future opportunities.

## 6. If I'm actively looking for a new role, should I apply online or connect with someone on the talent acquisition team?

*Recruiter Insight by Mollie Tatasciore, Senior Talent Partner, North*

I recommend doing both. Submitting your application online ensures you're officially in the hiring system. Reaching out to a recruiter helps you stand out from the hundreds of applicants who may also be applying.

Recruiters aren't just reviewing applications – we're proactively searching for talent and building relationships for future hiring needs.

A short, personalized LinkedIn message introducing yourself and highlighting your relevant experience can make a positive impression.



Keep your outreach professional and concise. Mention the position you're interested in, explain why you're a good fit and express your interest in learning more.

While recruiters can't respond to every message, thoughtful outreach is almost always viewed positively.

**Key Takeaway:** *Applying gets your resume into the system. Building a relationship helps recruiters remember you.*

## Internal Career Growth

Advancing your career doesn't always require changing companies. Internal opportunities can help you develop new skills, expand your network and continue growing within your organization.

### **7. How do I pursue an internal opportunity without upsetting my current manager?**

*Recruiter Insight by Mollie Tatasciore, Senior Talent Partner, North*

Start by understanding your company's internal transfer policy. Many organizations require employees to remain in their current role for a minimum period and notify their manager before interviewing.

Rather than trying to keep your search secret, I recommend having an honest career development conversation with your manager before formally applying.

Frame the discussion around your long-term professional growth.

For example:

*"I've really enjoyed working on this team and appreciate everything I've learned. As I continue developing my career, I'd like to explore opportunities in another area of the organization."*

Many companies also encourage confidential conversations with internal recruiters before you apply. We can help you understand the position, evaluate your qualifications and explain the hiring process before you take the next step.

Being transparent protects your professional reputation and often strengthens your relationships throughout the organization.

**Key Takeaway:** *Focus on career growth – not leaving your current team – and communicate openly throughout the process.*

### **8. What do the most successful internal candidates do differently?**

*Recruiter Insight by Polly Van Duser, Vice President, Talent Acquisition, One Inc*

The strongest internal candidates don't wait for opportunities; they prepare for them.

I consistently see successful employees:

- Develop skills beyond their current responsibilities.
- Volunteer for stretch assignments.



- Build relationships across departments.
- Treat every interaction as part of their professional brand.
- Prepare for internal interviews with the same level of professionalism as external interviews.
- Focus on the business results they've delivered, not just the tasks they've completed.
- Regularly ask for feedback and act on it.

Most importantly, they continue excelling in their current role while preparing for the next one.

**Key Takeaway:** *Your next opportunity often begins with how you perform in your current role.*

### **Hiring & Recruiting Best Practices**

A positive hiring experience benefits everyone. These recommendations can help hiring managers attract stronger candidates, make better hiring decisions and strengthen their employer brand.

#### **9. What can hiring managers do to improve the hiring process?**

*Recruiter Insight by Liz Sweeney, Executive Recruiter & Account Manager, Talvero Payments & Fintech Recruiting*

Candidates often decide what they think about your company long before they receive an offer. Every interaction shapes your employer brand.

Here are the practices I recommend:

- Move quickly. Delays are one of the biggest frustrations for candidates.
- Align expectations between recruiters and hiring managers before interviews begin.
- Clearly define the role, including the required skills, desired qualifications and measures of success.
- Write specific job descriptions that explain the purpose of the role and the problems the person will solve.
- Consider transferable skills rather than requiring an exact background for every position.
- Establish a consistent evaluation process so interviewers assess candidates using the same criteria.
- Communicate throughout the hiring process. Acknowledge applications, provide updates and notify candidates when you've made a decision.
- Be transparent about compensation early whenever possible.

An organized hiring process reflects well on your organization and helps you attract stronger candidates.

**Key Takeaway:** *A thoughtful candidate experience strengthens your reputation and improves hiring outcomes.*

#### **10. What is the most important thing hiring managers can do to improve their recruiting and interviewing skills?**

*Recruiter Insight by Polly Van Duser, Vice President, Talent Acquisition, One Inc*

The most effective hiring managers recognize that hiring is one of their most important leadership responsibilities.



Before interviewing, make clear what success looks like during the new employee's first six to twelve months, not just the qualifications listed on the job description.

I also recommend:

- Partner closely with your recruiter as a strategic advisor.
- Evaluate candidates against clearly defined business outcomes.
- Treat every candidate with professionalism and respect.
- Give internal candidates the same consistency, transparency and feedback as external applicants.
- Challenge assumptions and remain open to different career paths and transferable experience.

Every hiring decision shapes your team, your culture and your organization's future.

**Key Takeaway:** *Great hiring isn't just about filling a position. It's about building a stronger team.*

### Final Thoughts

Preparation and relationships matter during the hiring process. Invest in your professional brand, continue building your network and approach every opportunity with curiosity, professionalism and confidence.

The members of the [PayTech Women Talent Acquisition Committee](#) hope these insights help you navigate your career with greater clarity and success.

