

The Do's, Don'ts and Why's of Resumes and Cover Letters

Let's talk about the most critical yet awful part of the job search process, your resume. We moan and we groan about how difficult it is to capture the essence of who we are professionally in an effort to gain an employer's attention; but did you know that it doesn't have to be as difficult as we sometimes make it out to be?

Sure you'll hear different opinions on how you should write your resume, while some friends will tell offer you one piece of advice recruiters will offer you something completely different. Well guess what? This is YOUR document, YOUR time to shine, and who better to figure out what belongs on your resume and where it should go than the person who lived the professional history? YOU!

Now, I know what you're thinking "this would be so much easier if someone else would write this darn thing for me", we've all been there before. At the end of the day, it's your work experience, your history, your education and accomplishments, your story to tell that will get you the interview if you just take a little bit of time to understand why these resumes and their contents are so so SO important.

This packet will help you to understand what resume format you need and it provides strong examples of each type of resume. There are also worksheets to help guide you through the preparation of your resume.

Choosing Your Format

Choose the format that best shows your strengths and helps to qualify you for the job title you are applying to:

Chronological	Combination	Functional
<ul style="list-style-type: none">▶ Great job history over the past 10 years▶ Clear career path with increasing responsibility▶ What you have done in most recent years is a direct reflection of your ability to do the jobs you are applying to	<ul style="list-style-type: none">▶ Good job history over the past 10 years▶ Changing industries – you need to rely on transferrable skills (skills that are not limited to a specific job and is useful in any work situation) to qualify for your next position	<ul style="list-style-type: none">▶ Gaps in work history▶ Transitioning from the military▶ Had unrelated jobs and can't demonstrate a career path▶ Had the same job title numerous times without promotion or major change in responsibilities▶ Are re-entering the workforce after a break▶ Have only unpaid experience in the field (college, volunteer)

Formatting Your Resume

Follow these guidelines to make a professional looking resume!

Margins: Use the Microsoft default – 1" all the way around

Fonts: Choose a sans serif font, similar to the ones on the right

Font Sizes:

Name – 20

Text and bullets – 10 to 12

Length: 1 to 2 pages; 10 years of work history

Sans Serif Fonts

Arial
Berlin Sans
Calibri
Candara
Century Gothic
Corbel
Dotum
Eras Medium
Euphemia
Franklin Gothic
Gautami
Gill Sans MT
Gulim
Impact
Iris UPC
Kalinga
Kartika
Khmer UI
Leelawadee
Levenim MT
Lily UPC
Lucida Sans
Malgun Gothic
Mangal
Meiryo
Microsoft JhengHi
Microsoft Sans Serif
MoolBoran
MS Gothic
MS Pgothic
Open Sans
Raavi
Tahoma
Trebuchet MS
Tunga
Tw Cen MT
Verdana
Vrinda

Content Review

Heading:

- ▶ Your name – if your name is difficult to read or pronounce, include a nickname otherwise, use your proper name.
- ▶ Location (at least city and state)
- ▶ Telephone number – only provide one
- ▶ eMail address – make sure it's professional!
- ▶ Other contact methods – LinkedIn address, URL, etc.

Tagline – This is your slogan; include two to three things that set you apart or define who you are professionally.

Jennifer Jobseeker

Philadelphia, PA

215.555.1212

jennifer.jobseeker@gmail.com

www.linkedin.com/in/jenniferjobseeker

MEDICAL TECHNICIAN

Industrial Hygiene • Preventative Medicine • Dental

More sample taglines:

Construction Project Management

Specializing in Residential and Light Commercial

LAW ENFORCEMENT SPECIALIST

Offering 10 years of solid security, law enforcement, and staff management experience

Senior Network Engineer | LAN/WAN Manager | Technical Analyst | Network Administrator

Career Summary:

Tells the employer what you can do for them and why they want to keep reading; focus on the most important things you want them to know about you. Build on your tagline; this is a branding message – a quick glimpse of your professional skills and accomplishments that communicates your unique value to the employer. This statement needs to be a succinct and powerful declaration!

Consider including:

Years of experience; scope and depth of expertise

Credentials, education, training

Key accomplishments

Key strengths, skills – a clear indication of the value you offer

Job focused, consistent with the job description; NOT an objective

Career Summary Statement	Objective
Focuses on what they need	Focuses on what you want
A dedicated, helpful Administrative Support Professional with over 5 years' of increasing responsibility in the field. Able to work independently and use resources effectively, such as online databases and problem resolution procedures. Reduced office supply costs by over 25% annually. Certified Microsoft Office Expert with outstanding organizational and communication skills.	To secure a mid-level administrative support position in a growing company with room for upward advancement.

Creating a strong summary

Avoid words such as: responsible for, knowledgeable of, helped/assisted with... use the list of power verbs attached to this packet

Quantify your skills, accomplishments, and experience using numbers, time, percentages, or dollars:

- ▶ Reduced costs by 15% annually and added value to production operations...
- ▶ Supported a staff of 10 engineers in a fast-paced environment...
- ▶ Recognized for perfect attendance during five years of tenure...
- ▶ Designed and implemented effective recruitment strategies resulting in a 98% increase in vacancy placements...
- ▶ Worked in a high-volume call center for the Streets Department; researched and created reports for an average of 80 customer complaints per day...

Competencies/Key Skills:

This is a great place to include keywords! Include information such as computer, technical, equipment and other related career skills such as second languages and other words you know are important in your field. Keep it down to less than 8, and make sure that you support your claims in your resume. For example, you can't just say you have great customer service skills without showing how you use them! Some keywords all employers are interested in are:

- ▶ Communication skills
- ▶ Problem-solving
- ▶ Leadership
- ▶ Customer service
- ▶ Diversity awareness
- ▶ Team work
- ▶ Resource optimization (this refers to saving the company money)
- ▶ Business development (this refers to getting customers, taking the business to the next level)

Experience and Accomplishments:

Dragon slaying stories! Describe the dragon and how you slayed the dragon rather than providing a list of tasks or responsibilities. Dragon slaying stories are an excellent way to put your achievements into perspective. A good statement gives that extra kick to your resume. It is a weapon well-worth having in your arsenal!

For example: Wrote company communication vs. Built the company website and newsletter from scratch resulting in a 50% increase in workshop attendance and an increase in customer satisfaction.

Communication Skills can be in your competencies, but the more marketable "Built the company website and newsletter from scratch..." statement is a dragon slaying story! These are also called PAR (problem, action, results) statements that show not just that you are able to do things, but provide real examples of how your abilities helped your company.

Include at least one or two of these for each job or skill set you include on your resume.

To write a dragon slaying story, think of these things:

- ▶ The work you are most proud of, any time you had to go above and beyond the call of duty.
- ▶ Any internal processes or systems that you redesigned/improved.
- ▶ Money you saved the company or the client.
- ▶ Any special projects you worked in, awards and recognitions you won.
- ▶ Any new programs, systems or processes you designed or implemented.

Now, structure your statements this way:

- ▶ Define the problem/challenge/situation.
- ▶ What was your action?
- ▶ What obstacles were you required to overcome?
- ▶ What was the result, how did it benefit the company?
- ▶ What skills did you use when you took action on the problem?

Now, put them all together into one concise statement. For example:

Problem: An old tool, used for bug-reporting and fixing, was being used for years in the company. It was an integral part of the software process. But it had become unwieldy, as a result of numerous additions, updates and fixes. It also took a very long time to function.

Action: With appropriate data re-engineering tools, analyzed and restructured the entire system within six months.

Result: Smooth and fast operation of the tool. Resulted in reduction of 20 percent of time spent on it. Increased productivity by 35 percent.

PAR statement: Restructured an old and unwieldy bug-fixing tool, critical to the software process, within six months, reducing the time spent working with the tool by 20 %, and increasing productivity by 35 %.

Another example:

Problem: The inventory system in the factory was outdated. There was overstocking of some items, resulting in deterioration of quality over time. Many items were not available when required. The number of back orders was spiraling upwards.

Action: Developed and implemented a Master Production Schedule and Forecaster that overhauled the entire inventory system.

Result: Within six months, the inventory costs reduced by 35%, causing a \$5M saving for the company. Customer back orders were found to be the lowest in the history of the company.

PAR Statement: Developed and implemented a Master Production Schedule and Forecasting System that overhauled the existing outdated Inventory system, resulting in inventory cost savings of \$5M within six months, and a record low of customer back orders.

Another example:

Problem: Customers were complaining that our technicians were not prepared to fix equipment and service problems in the field during an initial service call. When fixes were made, the repairs only held up temporarily.

Action: Developed and implemented technician training program as well as a rapid reference, diagnosis and repair guidance eLearning tool that our technicians could access on site over their cell phone.

Result: Within six months, the complaints dropped by 22%.

PAR Statement: Reduced customer complaints by 22% in 6-month period by conducting over 30 service technician training programs and providing a field accessible a rapid reference, diagnosis and repair eLearning tool.

Make sure your statements are specific, quantified (measurable), realistic, and set within a time frame.

Use action words to start these statements, and make them as concise as you possibly can, without letting go of any of the important elements that might impress the prospective employer. A list of action words can be found at the back of this packet.

Education and Training:

Education can be inserted after the career summary/competencies, or at the end of the resume.

When listing your education, remember the following:

- ▶ You do not need to include years, this may give your age away, or, if you're a recent graduate, show a lack of experience.
- ▶ You need only include your highest degree; for example, if you have an Associate's Degree, you don't need to mention your high school diploma. You would have to have your high school diploma (or GED) to go to college.
- ▶ There may be times when you want to remove some of your education; especially if it "over-qualifies" you or is not related to the field you're applying to.
- ▶ Can include credits earned if you did not complete the program, or if you're still in school, let them know by providing an anticipated date for graduation or simply say "in progress"
- ▶ Also include any trainings, certifications, conferences, or other professional development activities or coursework you have done as long as it helps you qualify for the job.

Additional Skills and Information:

Volunteer or community service work

Some people may have to use volunteer work as part of their employment history to fill gaps. That's fine, because, after all, volunteer work is still work. If you're not using volunteer work as part of your employment history, you can add it as a separate section of your resume. If possible, relate skills gained outside of your professional career when you talk about this experience.

Skills

This is another area where you can also include computer, technical career skills. You can also use it as an overview of the tasks that you did that were not touched upon in your dragon slaying (or PAR) statements. It's another great way to add in keywords!

Memberships

Add this area if you are an active member in any organizations, such as professional organizations, and business related clubs or groups.

Functional Resume Worksheet

Name: _____

Address: _____

Home Telephone or Cell: _____

Email: _____

LinkedIn/Other: _____

PROFILE OR SUMMARY

This section can make your Resume stand out from all the others.

Summarizes the most important skills, qualifications, accomplishments, and years of experience.

Include personality traits you have to offer the prospective employer; tailor to specific position.

Skill Set# 1 (For Example: Market Research)

(Slay the dragon stories!)

- _____
- _____
- _____

Skill Set# 2 (For Example: Sales)

(Slay the dragon stories!)

- _____
- _____
- _____

Skill Set# 3 (For Example: Administrative)

(Slay the dragon stories!)

- _____
- _____
- _____

EDUCATION

(High School/Degree/Licenses/Certification)

AWARDS/PROFESSIONAL MEMEBERSHIPS

EMPLOYMENT HISTORY

Employer	Title
Location	Dates
Employer	Title
Location	Dates
Employer	Title
Location	Dates
Employer	Title
Location	Dates

Olatta Mulah

olatta@mail.com | Philadelphia, PA | 215.555.1212

ADMINISTRATIVE SUPPORT SPECIALIST

Over 10 years of experience providing high quality customer service, focusing on small business development

CAREER SUMMARY

Highly motivated administrative support professional with over 8 years of increasing responsibility with small businesses focused on customer service and corporate goals. Strong business background, able to build rapport easily and establish credibility with diverse groups. Experienced in sales support, communications, and business development.

EXPERIENCE

Administrative Support

- Decreased company overhead costs by 33% by performing competitive pricing research for purchases such as office supplies, equipment, and travel arrangements.
- Greeted up to 20 clients per day over the phone, provided support and information, cultivating rapport and positive communication with each one.
- Instrumental in the opening of a new location for the ABC program. Since move, client numbers have tripled and continued to grow.
- Utilized Microsoft Access database program to manage both membership and financial information for over 6,000 clients and businesses.

Communications

- Developed and maintained company website, managed SEO generating over 1,200 hits per month. Oversaw company social media (Facebook, Twitter, LinkedIn, and Instagram).
- Designed communication programs to promote understanding of strategic change efforts to improve the cost structure of the \$11 million organization.
- Planned and coordinated marketing materials and social media, increasing business referrals by 137% in one fiscal year.
- Managed the flow of information throughout a busy sales office, ensuring that content was prioritized and synthesized, provided staff with appropriate critical updates and easily reviewed highlights of other information.

Scheduling and Coordination

- Coordinated annual training event for 800 – 1,000 adults as part of industry trade show.
- Organized all aspects of a symposium for 350 people located around the country, including travel, hotel, meals, meeting space, technology and entertainment.

EDUCATION

Community College of Philadelphia

Associate's Degree - Business Management

EMPLOYMENT HISTORY

Alphabet, Co. - Philadelphia, PA

08/2010 – 12/2014

Office Manager

Alpha-Omega Corporation – Philadelphia, PA

07/2007 – 05/2010

Program Coordinator

TechKidz – Philadelphia, PA

01/2003 – 11/2005

Assistant Teacher



SADIE WORD

Licensed Practical Nurse with Supervisory Experience

CAREER SUMMARY

Over 15 years' experience as a Licensed Practical Nurse working with diverse populations, including pediatrics, geriatrics and individuals with cognitive disabilities. Customer service focused professional with ability to quickly assess patient condition and determine appropriate escalations. Top-notch communication skills with the ability to balance the needs of patients within their health care plan. Able to build easy rapport with others, putting them at ease while building a sense of confidence and trust. Effective multi-tasker, a take charge leader who thrives in busy, fast paced environments. Respected team player known for willingness to go the extra mile to deliver the best care to both patients and family members. Recipient of three awards throughout career for exemplary service and achievement.

COMPETENCIES

Wound Dressing & Care | Ventilator & Tracheostomy Suctioning/Care | G-Tube Feedings & Care
Cognitive & Dementia Assessments | IV Therapy | Rehabilitative Care

PATIENT CARE

- Followed rehabilitation and treatment plans to accelerate patient recovery; minimize pain, discomfort, infections and complications, and optimize patient outcomes.
- Evaluated nursing intervention outcomes, reported findings and conferred with other healthcare team members; planned and modified care, and implemented interventions.
- Observed patients, charting and reporting changes in patients' conditions, such as adverse reactions to medication or treatment, and took any necessary action.
- Optimized wellness levels of medically fragile children within specialized pediatric clinic.
- Assisted therapists, RNs and MDs with treatments, therapies and interventions to improve mobility, social/cognitive skills, respiratory functions and cardiovascular health.

CUSTOMER SERVICE

- Consistently earned praise from patients, family members and supervising clinical directors for delivering excellent nursing care. Attained positive outcomes while staying within the scope of employer's mission.
- Provided instruction to staff on patient care and best practices; served as a resource person as a member of the Dementia Care Committee.
- Clearly communicated and helped families understand patient's plan of care.
- Engaged patients in conversation to maintain mental acuity and provide emotional support, providing whole patient care, information and advocacy for those in need.
- Participated in regular quality assurance meetings, communicating as part of a multi-disciplinary focus group.

ADMINISTRATIVE

- Supervised a staff of 27 nurses' aides and assistants, ensuring that facility ran smoothly and customer needs were met in a prompt, professional, and caring manner.
- Performed dementia prevalence and incidence review for entire hospital quarterly; developed dementia care policy and instructed staff on care policy and procedures.

AWARDS AND RECOGNITION

- Consistently received high scores during performance evaluations
- MVP Award, University of Pennsylvania Health System, 1986, 1993, 2002

EDUCATION

University of Pennsylvania | Philadelphia, PA

Licensed Practical Nurse

EMPLOYMENT HISTORY

Eldercare | Philadelphia, PA

Licensed Practical Nurse 2010 – 2014

University of Pennsylvania Health System | Philadelphia, PA

Licensed Practical Nurse 1980 – 2006

SKILLS

- MedicWare software
- Personal digital assistants (PDA) medical software
- Telephone triage software
- Microsoft Office software
- Charting – electronic and paper
- Service Orientation
- Active Listening
- Coordination
- Monitoring Reading Comprehension
- Behavioral Health and Psychology
- Behavior Modification
- Instruction and education

Combination Resume Worksheet

NAME: _____

City, State Zip: _____ Email: _____

Phone: _____

Summary

Professional Accomplishments

KEY SKILL: _____

KEY SKILL: _____

Work History (Slay the dragon stories/description of the work you did)

Job Title 1	Company Name	City, State	Year - Year
PAR			

Job Title 2	Company Name	City, State	Year - Year
PAR			

Job Title 3	Company Name	City, State	Year - Year
PAR			

Education

Degree	School	City, State	Year (Optional)
Degree	School	City, State	Year (Optional)
Degree	School	City, State	Year (Optional)
Degree	School	City, State	Year (Optional)

Summary

Executive Chef with over 10 years of experience in managing, dining, and catering operations. Supervised up to 35 staff members including chefs, prep cooks, wait staff, and utility workers and hosted events generating up to \$21,000 in new business. Recognized for menu development with variety in preparing and teaching cuisine meals including Soul Food, French, Italian, and Thai cuisine. Impacting national and international cuisine with healthy approaches to menu development. Demonstrated effective management and company leadership to ensure an exquisite dining experience.

Professional Accomplishments**Restaurant Operations Management**

- Updated operational policies and procedures for historic inn with sales in excess of 5 million dollars
- Increased food sales by 10% while reducing overall operation expenses
- Created financial budgets for all food outlets and significantly impacted profits and losses

Award Winning Menu Creation

- Recognized through peer reviews; received "The Healthy Chefs of America" Award 3 consecutive years
- Conceptualized special dishes and promotional items using locally grown organic products to promote healthy living cuisine
- Developed healthy recipes (Spa Cuisine) for the statewide restaurant initiative program through partnership with Initiative for Healthy Weight (IHW)

Staff Training and Development

- Trained staff of 35 to provide guests with exceptional dining experience through proficient service and suggestive selling techniques
- Conducted monthly cutting edge hands on training sessions to keep staff relevant on industry changes and new exposure of trending cuisine development techniques resulting in 30% decrease in turnover
- Saved company cost through restructuring of works schedule and hands on management

Work History

ABC Company-Philadelphia, PA

11/13-present

GED Instructor

- Lesson planning and development for 6 subjects

Presidential Country Club-Philadelphia, PA

12/06-11/13

Executive Chef/ Food and Beverage Director

- Managed, interviewed, hired, trained, and coached up to 15 staff members including chefs, wait staff, and utility personnel to ensure all food service operational goals were met
- Recognized by management for increasing sales volume by 30%
- Responsible for the production of up to 300 meals per day
- Prepared and cooked primarily soul food cuisine but also created specials ranging from Italian to Thai

Catering Manager

- Increased catering sales revenue by nearly 40% within 2-years by conducting aggressive community outreach and marketing
- Oversaw and hosted 55 client events each year with up to 1,500 guests in attendance

Education

Culinary Chef Chef Boy Ardee College New York, NY

Moe Money

125 80th Street Philadelphia PA

(215) 555-1212

MoeMoney@gmail.com

SALES / MARKETING DIRECTOR

Growing Market Share through Personal Leadership

PROFESSIONAL PROFILE

Highly experienced and successful Sales / Marketing Professional recognized for consistently increasing market share and growing revenue. Frequently selected by executive management to broker new partnerships and rapidly develop strategic sales & marketing initiatives through the use of in-depth analysis, achieving market exposure and penetration. Experienced in planning and implementing successful marketing strategies. Outstanding record of improving productivity while positively impacting bottom-line performance. Track record of significant achievement in market and opportunity identification and effective analysis. A passionate competitor that believes in the proper fusion of commerce and creativity via innovative storytelling to produce one-of-a-kind consumer experiences.

- Proven Manager who quickly and successfully responds to ever-changing environments and situations, consistently achieves goals within critical project deadlines, and is able to leverage an eye for detail to ensure success and quality.
- Builder of high performance teams who thrives in environments requiring a high-level strategist and a big-picture thinker. Proven management skills utilized in directing the efforts of diverse cross-functional teams and external cross-discipline resources. Expert in consistently delivering critical projects on time and on budget.

CORE COMPETENCIES

Client Relationship Management • Key Account Development and Management • New Business Development
Proposal Development • Product Distribution Management • Product Marketing • Business Plan Execution
Market Penetration • Product Launch and Rollout • Productivity and Performance Improvement
Planning / Forecasting • Project Management • Product Merchandising • Social Media Strategy
Brand Management • Go-to-Market Management • Marketplace Mapping

Chinese (Mandarin) Proficient

PROFESSIONAL EXPERIENCE

ABC Inc.

New York, NY

2006 – Present

Boutique Marketplace Manager 2008 – Present

Provide strategic direction and leadership to the boutique channel for Nike. Utilize consumer and shopper insights data to develop direction for the category to align identified customers with strategies and tactics. Participate in determining both short- and long-term business objectives, portfolio plans, product positioning, and pricing strategies. Integrate information from various sources and develops actionable insights and recommendation. Work in conjunction with cross-functional groups to enhance existing products and develop / launch new products.

- Led cross-functional partners through collaboration exercises to ensure alignment on global objectives, strategies, and product activations against New York boutiques. Resulted in revenue growth of the Nike women's business of 28%+, men's business 3%+, apparel 18%+, and accessories 41%+.
 - Partnered with global marketing and merchandising to ensure compelling product storytelling and messaging was communicated to support commercial needs.
 - Developed long-term strategic vision of what the boutique distribution channel represents to the consumer and for the broader Nike brand, to drive brand and business growth of 13% within the emerging boutique channel.
-

Interim Sportswear Category Sales Manager 2008

Developed sales, marketing, and merchandising action plans to support sale team and drive sales for the ABC Northeast region. Implemented brand plans and sales strategies. Analyzed profitability of products and drove change to improve performance. Managed customer strategy and deployed necessary tactics to maximize sales and growth opportunities.

- Served as primary category sales contact point for the ABC US East Region Sportswear category. Provided strategic vision to develop category integrated sales plans that drove targets against \$310,000,000 regional sportswear category.
- Drove cross business sales budget process for the category, ensuring visibility of all relevant category and functional spend and influence alignment against priorities.

Territory Sportswear Apparel Sales Manager 2006 – 2008

Managed sportswear sales for assigned territory. Successfully aligned business planning and financial processes with performance improvement and business risk management activities. Led brand development, designed sales / marketing programs, and created consistent communications for all audiences. Drove campaigns from inception to completion including developing complete business case, financial forecasts, and return-on-investment (ROI) analysis on marketing activities.

- Established national distribution strategy for ABC Sportswear apparel. Aligned emerging business opportunities against a mature footwear marketplace for 31% sportswear apparel category growth.
- Determined appropriate sales, marketing, and financial levers to best build the business integrated sales process and strategic plan for new business opportunity of Nike Sportswear Apparel.
- Articulated strategic vision for Nike Sportswear for successful year-over-year growth against national sales targets.

XYZ Company

New York, NY

2002 – 2006

Senior Account Executive

Led new account development using customer engagement methods to identify and open new accounts, build effective customer relationships, and generate leads to uncover new opportunities for sales and distribution of the XYZ brand. Analyzed sales reports and developed action plans to achieve objectives. **Established consultation alliances and assisted partners in developing plans for penetrating the market and expanding business.**

- Developed GMM and DMM relationships at key accounts to drive the XYZ lifestyle brand and achieve specific sales objectives with the #1 street wear apparel brand. Managed a progressive \$17,000,000 in annual sales account base.
- Drafted sales, marketing, community outreach, and merchandising rollout programs aimed at both optimizing the Sean John lifestyle brand presence and synchronizing domestic and international marketplace executions.

Clear Channel Communications

Nashville, TN

2000 – 2002

- Promotions Manager (WUBT, 101.1 FM)

EDUCATION**Bachelor of Arts, Marketing / Management**

Tennessee State University Nashville, TN

Coursework in Retail Math and Men's Fashion Merchandising

Fashion Institute of Technology New York, NY

Chronological Resume Worksheet

Name _____
Address _____ City _____ State _____ Zip Code _____
Phone Number _____ E-Mail Address _____

Career Summary

Qualifications/Skills/Computer Skills (Fill-In with Industry Key Words)

Professional Experience (List in reverse chronological order, most recent first)

Job Title _____ Dates Employed _____ to _____
Company _____ Location _____

- _____

- _____

- _____

- _____

Job Title _____ Dates Employed _____ to _____
Company _____ Location _____

- _____

- _____

- _____

- _____

USE POWER STATEMENTS/SLAY THE DRAGON STORIES!

Job Title _____

Dates Employed _____ to _____

Company _____

Location _____

- _____

- _____

- _____

- _____

Education & Training (List in reverse chronological order, most recent first)

Degree Earned _____

Name of School or Institute _____; Location _____

Degree Earned _____

Name of School or Institute _____; Location _____

Degree Earned _____

Name of School or Institute _____; Location _____

(Complete Below Only If Relevant)

Professional Development

Awards and Recognition (List in reverse chronological order, most recent first)

Name of Award Received _____

Employer _____

Description of Award _____

Year Received _____

Name of Award Received _____

Employer _____

Description of Award _____

Year Received _____

Volunteer and Community Involvement (List in reverse chronological order, most recent first)

Organization _____

Dates Involved _____ to _____

Description of Involvement _____

Location _____

MAC N. BACON

CUSTOMER SERVICE REP / 10 YEARS' EXPERIENCE IN CALL CENTER SETTINGS

123 Any Street, Philadelphia, PA | 215.555.1212 | macnbacon@mail.com

CAREER SUMMARY

Polished, professional customer service rep offering:

- 10 years of experience providing customer support in busy call center environments for public utility and insurance industry employers.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.

SKILLS

<u>Skill Name</u>	<u>Skill Level</u>	<u>Last Used/Experience</u>
Customer Service	Expert	Currently used/10 years
Call Center Service Operations	Expert	Currently used/10 years
Complaint Handling/Dispute Resolution	Expert	Currently used/10 years
Sales Lead Generation	Expert	Currently used/10 years
Data Entry/Records Management	Expert	Currently used/10 years
Multiline Phone Use	Expert	Currently used/10years
MS Word, Excel and Access	Intermediate	Currently used/8 years

EXPERIENCE

Customer Service Representative

5/2005-Present, ABC Utility Company, Hartford, CT

Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions.

Key Accomplishments:

- Managed a high-volume workload within a deadline-driven environment. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume).
- Became the lead "go-to" person for new reps and particularly challenging calls as one of the company's primary mentors/trainers of both new and established employees.
- Helped company attain the highest customer service ratings (as determined by external auditors) -- earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
- Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.
- Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

Customer Service Agent

2/2001-5/2005, DEF Insurance Company, Hartford, CT

Handled incoming calls from policyholders, responding to inquiries, resolving problems and correcting policy errors. Provided quotes and executed online policy changes for auto, home and excess liability. Used consultative selling techniques to provide leads for telesales personnel.

Key Accomplishments:

- Recognized as "#1 Customer Service Rep" (out of 20 reps in division) in Fall 2004. Ranking was based on accuracy, customer service, duration of calls and availability.
- Co-developed on-the-job training program that reduced training time from eight weeks to five.
- Contributed to an 8% sales increase in 2004 by improving lead-generation and sales-tracking techniques.

EDUCATION

ActionStudies Customer Service Skills Training, Hartford, CT

Completed five 4-hour modules of customer service training. Topics included how to:

- Greet transfer and hold calls
- Build rapport, listen, clarify and manage conversational flow
- Manage upset customers, conflicts and challenging situations
- Deliver outstanding service, exceed expectations and build long-term loyalty
- Work in teams and in a self-directed environment

High School Diploma

XYZ High School, Hartford, CT

LEN DeHAND

11 Main St. | Sometown, PA 47000 | (555) 555-5555 | lendehand@somedomain.com

CERTIFIED ELEMENTARY SCHOOL TEACHER (Grades K-6)

Dedicated elementary teacher eager to resume full-time teaching career (currently a substitute for the Sometown PSD). Offer a proven track record of commended performance teaching grades K-6, with a passion for education and an unwavering commitment to optimizing student and school success.

CORE COMPETENCIES

- Creative Lesson Planning
- Curriculum Development
- Instructional Best Practices
- Classroom Management & Discipline
- Standardized Testing / Scoring
- Learner Assessment / Differentiation
- Experiential Learning
- Special Needs Students / IEPs / Inclusion

PROFESSIONAL EXPERIENCE

SOMETOWN PUBLIC SCHOOL DISTRICT, Sometown, PA

Substitute Teacher (K-12), 1/09 to Present

Elementary Teacher (K-6), 8/04 to 6/07

Student Teacher (Intern), 1/04 to 5/04

Hired as a full-time teacher following student teaching practicum, instructing all academic subject areas to classrooms of up to 28 1st, 2nd and 4th grade students. Left Sometown PSD (on excellent terms) at the end of the 2007 academic year to provide full-time care to cancer-stricken parent, and enthusiastically rehired as a substitute teacher for the current spring term.

Key Contributions:

- Earned high marks for the quality and creativity of classroom teaching, lesson plans and instructional materials used in teaching diverse subjects (e.g., language arts, mathematics, science, social studies and history).
- Developed innovative approaches that were repeatedly held up as the model standard for meeting district goals in areas including technology integration across the curriculum, experiential learning, literacy and diversity.
- Taught general education students as well as individuals with learning challenges and special needs within a mainstreamed, inclusive classroom.
- Consistently commended for ability to redirect students exhibiting behavior problems by replacing disruptive, unproductive patterns with positive behaviors. As a result, selected to lead district-wide in-service on classroom management.
- Actively served on a variety of school committees and task forces focused on curriculum development, textbook review, fundraising, and anti-bullying efforts.
- Established positive relationships with students, parents, fellow teachers and school administrators.
- Quickly became a "first-to-call" resource in current substitute teaching role, typically working four days per week. Personally requested by many full-time teachers to take over their classrooms during absences.

Primary Caregiver 6/07 to 12/08

Stepped away from the classroom to serve as a primary caregiver to parent diagnosed with stage IV cancer. Provided daily care, assisted with financial affairs and coordinated treatment with medical professionals and hospice team.

EDUCATION & CREDENTIALS

Indiana Wesleyan University, Marion, IN
BA in Elementary Education

Pennsylvania Teacher Certification (Grades K-6), 2004 (renewed in 2009, 2014)

ADDITIONAL INFORMATION

"...Len's dedication to his students is exceptional... consistently brings creativity and innovation into his lesson plans and classroom... effectively addresses different learning styles... well-respected by teachers and staff..." -- **M. Johnson, Former Principal**, Sometown Elementary School, Sometown PSD

"...We were so thrilled to get Len back in the classroom this year as a substitute, but I can't begin to describe my disappointment at being unable to offer him a full-time position at this time due to budget cutbacks... Our loss will most assuredly be another school's gain... His enthusiasm for teaching and genuine caring for his students is only surpassed by his instructional talents and resourcefulness... ..he has my highest recommendation..." -- **R. Littleton, Principal**, Sometown Elementary School, Sometown PSD

Websites For Resume Writing Support

For Additional Resume Information:

- www.onetonline.org
- www.themuse.com/resources/
- www.careerperfect.com
- www.careerealism.com
- http://www.quintcareers.com/resume_FAQ.html
- www.livecareer.com
- <http://rezscore.com/> (will grade your resume strength!)
- <http://www.skillsniper.com/> (helps match skills to job descriptions)

Action Verbs

Accelerated	Criticized	Interviewed	Reinforced
Accomplished	Critiqued	Introduced	Remodeled
Accounted	Decentralized	Invented	Repaired
Achieved	Decreased	Investigated	Represented
Adapted	Delegated	Launched	Researched
Administered	Delivered	Lectured	Restored
Advised	Demonstrate	Led	Retrieved
Analyzed	Detected	Maintained	Revised
Applied	Developed	Managed	Scheduled
Appraised	Devised	Marketed	Screened
Approved	Directed	Moderated	Simplified
Assembled	Dispatched	Monitored	Sold
Assigned	Dispensed	Motivated	Solved
Assisted	Distinguished	Negotiated	Sparked
Attained	Diversified	Obtained	Staffed
Audited	Documented	Operated	Started
Budgeted	Drafted	Organized	Stimulated
Calculated	Earned	Orientated	Streamlined
Capitalized	Edited	Originated	Strengthened
Catalogued	Eliminated	Overhauled	Structured
Chaired	Encouraged	Oversaw	Summarized
Charted	Engineered	Participated	Supervised
Clarified	Enlisted	Performed	Supported
Coached	Established	Persuaded	Surveyed
Collected	Evaluated	Planned	Tabulated
Complied	Examined	Prepared	Taught
Completed	Executed	Presented	Tracked
Composed	Expanded	Prioritized	Traded
Computed	Expedited	Processed	Trained
Conceived	Formulated	Produced	Transformed
Conceptualized	Founded	Programmed	Translated
Conducted	Generated	Projected	Unified
Conferred	Identified	Promoted	United
Consolidated	Implemented	Proved	Upgraded
Constructed	Improved	Provided	Utilized
Contributed	Increased	Publicized	Validated
Controlled	Influenced	Published	Verified
Converted	Informed	Purchased	Wrote
Coordinated	Initiated	Recommended	
Counseled	Innovated	Reconciled	
Created	Inspected	Recorded	
Explained	Installed	Recruited	
Fabricated	Instituted	Reduce	
Facilitated	Instructed	Referred	