

## The 6 Steps to Your Ideal Career or Business!



### Other Career Options:

- Be Your Own Boss: Turning Experience into
- Free-Lance or
- Education & T

### **Step 4:**

***Creating a Great  
Resume to Get the Job  
You Want!***

## ***Step 4: Creating a Great Resume to Get the Job You Want!***

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**John Doe-Fisher**  
1173 N. Hall St.  
Burlington, Iowa

**Does your resume  
look like John's???**

**Objective:** To obtain any job that is hiring ASAP. I have three children, a wife and a dog. My house note is due and I'm struggling to send my kids to college.

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### **Employment:**

#### **McDonalds**

Started 06/1999 – 09/2009

#### **Head Cook / Cashier**

- Excellent cook, I cook foods for my customers the way that I would at home.
- I wash my hands and do not put my hands in my face while cooking.
- I sweep the floors and always take the trash out to the side of the road.
- I even clean the toilets in the bathrooms when I'm not cooking.
- I count the correct change even to the penny.

#### **Home Sitter**

Stay At Home Dad 02/1997-05/1999

- Stayed at home to watch the kids while wife Betty finishes school.
- Once Betty completes school I will start working.
- Change bed linen, clean rooms and cook.
- Wash clothes, but never iron that's the wife job.
- Change our baby diapers when needed.
- Give kids time-out when their misbehaving.

### **Education:**

- Howardsville University: Master's Degree (MS), Child Psychology

### **Hobbies:**

- Love traveling with my wife and kids.
- Haven't traveled in three years due to lack of work.
- I enjoy golf, my wife she enjoys watching the kids when she's not busy with school.
- Like to go to parks, someday we will take the kids to cedar point.
- My long term goal is to retire in Coco Beach, Florida someday.
- My wife Betty long term goal is to meet President Obama and has family.
- My last hobby is to learn to be a better husband and dad.

## Dispelling Myths about Resumes:

Please answer True or False to each of the following statements:

True	False	
		1. A resume will get you a job.
		2. On a resume, each job should be listed in reverse chronological order with a big paragraph listing all of your responsibilities.
		3. A resume should always have your education listed first.
		4. A resume is your marketing tool, designed to appeal to the type of job, occupation, organization, or industry in which you are interested.
		5. There aren't any right or wrong ways to format a resume.
		6. A resume should be as long as it takes to list everything that you have ever done in your work life.
		7. There are general guidelines to follow when creating a resume.
		8. A resume should help the employer know about you, as a person, and include information on your hobbies, interests, marital status, etc.
		9. A resume should include the exact dates of your employment in each job.
		10. You should create a format for your resume that is unusual and makes your resume stand out.
		11. Typically, a resume does not exceed two pages.
		12. You should use a font with 8 point type size to fit as much as possible on the page.
		13. A resume should be designed to enhance speed reading and therefore, bulleted lists are more effective than large paragraphs of text.
		14. There are two formats for a resume, chronological and functional, and either can be effective, depending upon your unique situation.
		15. The description for each job should focus on what you accomplished in the job, rather than your responsibilities.

**Step 4: Creating a Great Resume to Get the Job You Want!**

## Creating a Great Resume!

There are three very important factors for you to consider prior to writing your resume. The first is to be clear about your uniqueness (the things that you are good at **AND** enjoy) so that you can emphasize your strengths in your resume. The second is to build the skill of “shameless self-promotion” by focusing on your results and accomplishments to effectively promote yourself and your work experience. The third is to decide which resume format (chronological or functional) will be most effective at helping you target the job that you want.

### ***Cultivate Your Uniqueness:***

The first important principle to consider when designing your resume is to cultivate your uniqueness. In the workshop, **Step 2, Designing Your Future: Developing an Effective Career Transition Plan**, you will have the opportunity to do some self-evaluation to determine your uniqueness. The goal is to clearly define your uniqueness and explore opportunities to cultivate that uniqueness and identify opportunities in the job market that you could fill more effectively than someone else. Your resume should focus on the accomplishments that you achieved which demonstrate your unique strengths (things that you enjoy and do well).

### ***Practice Shameless Self-Promotion by Focusing on Results and Accomplishments:***

The best employees in an organization are often the most invisible! They take care of everything so quietly and efficiently, no one notices! Likewise, the best candidates for a job are often overlooked because they are the least effective at presenting themselves verbally or in writing. They are uncomfortable talking about themselves with confidence and strength for fear of being perceived as arrogant or bragging.

A skill that is critical to your job search and your ongoing career success is the ability to shamelessly self-promote. Individuals who shamelessly self-promote are effective at describing their work and accomplishments in **objective, tangible, measurable** terms. What follows are examples of the difference between bragging and shameless self-promotion:

**Bragging:** Making **subjective** statements about yourself without any facts to back them up.

*Example:* “I was the greatest speaker that ever worked for that organization.”

**Shameless Self-Promotion:** Stating the **objective facts** of what you have accomplished.

*Example:* “Over a three year period, when I served as a Professional Speaker on a contract with a public seminar company, I delivered 175 seminars per year in every state of the country, to over 21,000 people, generated \$4.5 million for the seminar company, and consistently received outstanding evaluations from the audience.”

Your resume and verbal presentations of yourself should reflect accomplishment-based language.

**Choose a Chronological or Functional Resume Format:** Each individual needs to decide which resume format will work best for their current situation. A chronological resume format may be effective for you if you are looking for a job that is similar to your last job and is in the same industry. A functional resume format may be more effective if you are transitioning your skills or career to a new job, industry, or business.

## Creating a Great Resume!

A great resume is designed to target the type of job that you want, rather than detailing everything you did in your past jobs. In the workshop, **Step 2, Designing Your Future: Creating a Career Transition Plan**, you had the opportunity to do some self-evaluation to determine your strengths and uniqueness. Be sure that you are emphasizing your strengths (the skills and job functions that you do well and enjoy) while writing your resume. In the space below, write down the strengths that you identified in Step 2 so that you will have them ready when enhancing your resume.

### Your Strengths:

**In your last job, what percentage of the day did you spend doing the part of the job that you most enjoyed and did well (i.e., your strengths)?**

**Describe the skills or work activities that you did well and really enjoyed:**

### ***Shameless Self-Promotion / Focus on Results and Accomplishments:***

Your resume is the first opportunity you have to practice “shameless self promotion”. Individuals who shamelessly self-promote are effective at describing their work and accomplishments in objective, tangible, measurable terms. As a reminder, the definitions of bragging and shameless self promotion follow:

**Bragging:** Making “subjective” statements about yourself without any facts to back them up.

*Example:* “I was the best employee who ever worked for that organization.”

**Shameless Self-Promotion:** Stating the “objective” facts of what you have accomplished.

*Example:* “As a Substance Abuse Counselor for Future Vision Rehabilitation Center, I counseled an average of 20 individual clients per week and facilitated 2 group therapy sessions with an average of 10 clients/session.”

**Quantify Your Accomplishments:** Employers want to hire individuals who can accomplish goals and produce results. The focus of your resume should be on what you have accomplished in your work experience, rather than your responsibilities. Try to quantify your accomplishments by answering the questions, “How big? How many? How much?” For example: How many people were involved? How much did it cost? What percentage of improvement or benefit was achieved?

- **Accomplishments on Good Resume** = Action verb, job function/task.
- **Accomplishments on Very Good Resume** = Action verb, job function/task, result or benefit that occurred.
- **Accomplishments on Exceptional Resume** = Quantify everything to illustrate the scope or magnitude of the action/result; how big, how many, how much?

## Resume Layout Guidelines

Everyone has an opinion about how to write a resume. But, there are no right or wrong, hard and fast, rules. There are general guidelines to follow (listed below), but each person must decide what will work best for them, depending upon their unique situation. Indicate below whether the layout of your current resume matches the guidelines or whether it is appropriate for you to make an exception to the guidelines based upon your current situation.

Guideline	YES	NO	Exception Required
1. <b>Marketing Tool:</b> Your resume is written to target the job you want, rather than detailing your entire work history.			
2. <b>Personal Information:</b> Your resume does not include “I”, “my”, personal information, or hobbies. <b>Exception:</b> Information on activities, volunteer work, or hobbies can be included if directly relevant to the job you want.			
3. <b>Font &amp; Style:</b> Your resume follows the guidelines of “the simpler, the better”. You have not used unusual layouts, type, or spacing which may not transfer well, if emailed. Typical resume fonts are Arial or Times New Roman, 10 or 11 pts. <b>Exception:</b> You are in the graphic arts field, so a unique design is reflective of your skills.			
4. <b>Education:</b> You have listed your education at the end of your resume since your employment experience is more relevant to your job/career goal. <b>Exception:</b> You may choose to list your education at the beginning of your resume if: 1) you are currently in school; 2) you have completed your most recent education within the past 5 years; or 3) your education is more relevant to your job/career goal than your work experience.			
5. <b>Employment History:</b> You have only included information on the last 10 to 15 years of experience, since prior experience isn’t considered as relevant to employers. <b>Exception:</b> You may choose to include more than 10 to 15 years of experience if your earlier experience is relevant to your current job/career goal.			
6. <b>Length:</b> You have a one or two page resume, depending upon how much space you need to effectively capture your accomplishments. <b>Exception:</b> Your resume could exceed two pages if you are in a field, such as academia, which may prefer extensive information on publications, credentials, etc.			
7. <b>Employment Dates:</b> You are just starting out in your career, so you would prefer to include the month and year that you started and ended each job. <b>Or...</b> You have extensive work experience and would prefer to include the year you started and ended each job.			
8. <b>Bulleed Lists/Accomplishment Statements:</b> Your resume is designed to enhance speed reading and therefore, you have used bulleted lists, which are more readable than large paragraphs of text. Each bullet reflects an objective, measurable accomplishment statement which details the results you have achieved. Each statement starts with a verb/skill written in the past tense. As much as possible, for each accomplishment, you have answered the questions: “How big? How many? How much?”			

## Resume Format Guidelines

A resume is your marketing tool, designed to appeal to the type of job, occupation, organization, or industry in which you are interested. Therefore, you may choose to create more than one version of your resume if you have more than one type of job, occupation, or industry that you are exploring.

### Choosing a Chronological or Functional Resume Format

Situation	Chronological may be effective	Functional may be effective
1. <b>Similar job in the same industry:</b> You are looking for a job in the same industry in which you have worked and the job titles and responsibilities may be similar.	X	
2. <b>Several jobs in the same company:</b> You have had several jobs for the same company over a long period of time.	X	
3. <b>Changing careers or industry:</b> You want to change careers or industries and want to focus on the transferability of your skills and accomplishments, rather than the companies or industries in which you worked.		X
4. <b>Same job in different companies:</b> You have held the same type of job, with similar accomplishments, at several companies and your resume will appear redundant if you list your accomplishments for each job.		X
5. <b>Diverse jobs or industries:</b> You have worked in a variety of jobs, organizations, or industries and want the reader to see the key skills and themes in your accomplishments that are carried through all of your experience.		X
6. <b>Highlight previous experience:</b> You have experience in a less recent job that you want to highlight since it is more relevant to what you want to do next.		X
7. <b>De-emphasize gaps in employment:</b> You want to de-emphasize gaps in your employment history due to medical issues, child care responsibilities at home, incarceration, etc.		X
8. <b>Include relevant "unpaid" experience:</b> You have experience (hobbies, volunteer work, etc.) that has not been in a "paid job" but is relevant to what you want to do in the next job.		X
<b>Which format might work best for your current situation?</b>		



**OBJECTIVE** (optional; use an Objective, Summary, **OR** Skills and Qualifications):

A (type of position) or (possible job title, job title, or job title) using (skill, skill, and skill) to benefit (type of organization).

**SUMMARY** (optional): Overview statement followed by some examples of the things you do well and enjoy (strengths).

**SKILLS & QUALIFICATIONS** (optional):

- Skill or Strength.
- Skill or Strength.
- Skill or Strength.

**EDUCATION & TRAINING** (move to end if degrees were completed more than 5 years ago)::

- Degree, Certificate, or Diploma, Name of School, City, State, Month/Year Completed
- Training Program Title, Sponsoring Organization, City, State, Month/Year Completed
- Awards: Name of Award, Sponsoring Organization, Month/Year Received

**ACCOMPLISHMENTS** (optional; things you have done, related to your career goals, but which were not completed in a paid job):

- (Verb/action word in the past tense) (the activity that you completed) (the result or benefit of that activity, if it is possible to state it). Quantify: How big, how many, how much?
- (Verb/action word in the past tense) (the activity that you completed) (the result or benefit of that activity, if it is possible to state it). Quantify: How big, how many, how much?

**PROFESSIONAL EXPERIENCE:**

- Job Title**, Company Name, City, State    Month/Year Started to Month/Year Completed
- (Verb/action word in the past tense) (the activity that you completed) (the result or benefit of that activity, if it is possible to state it). Quantify: How big, how many, how much?
  - (Verb/action word in the past tense) (the activity that you completed) (the result or benefit of that activity, if it is possible to state it). Quantify: How big, how many, how much?
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- Job Title**, Company Name, City, State    Month/Year Started to Month/Year Completed
- (Verb/action word in the past tense) (the activity that you completed) (the result or benefit of that activity, if it is possible to state it). Quantify: How big, how many, how much?
  - (Verb/action word in the past tense) (the activity that you completed) (the result or benefit of that activity, if it is possible to state it). Quantify: How big, how many, how much?

**OTHER EXPERIENCE** (optional, can include school or community leadership activities, volunteer work, sports, theatre, or other experience directly related to the type of job you want):

- (Verb/action word in the past tense) (the activity that you completed) (the result or benefit of that activity, if it is possible to state it). Or....just list title, organization, dates.

**NAME**

Address, Telephone, Email

**OBJECTIVE** (optional; use an Objective, Summary, **OR** Skills and Qualifications):

A (type of position) or (possible job title, job title, or job title) using (skill, skill, and skill) to benefit (type of organization).

**SUMMARY** (optional): Overview statement followed by some examples of the things you do well and enjoy (strengths).

**SKILLS & QUALIFICATIONS** (optional):

- Skill or Strength.
- Skill or Strength.
- Skill or Strength.

**EDUCATION & TRAINING** (move to end if degrees were completed more than 5 years ago)::

- Degree, Certificate, or Diploma, Name of School, City, State, Month/Year Completed
- Training Program Title, Sponsoring Organization, City, State, Month/Year Completed
- Awards: Name of Award, Sponsoring Organization, Month/Year Received

**PROFESSIONAL EXPERIENCE:**

**Skill or Strength** (examples: Cooking, Housekeeping, Administrative Support, Customer Service, In-home Healthcare, Welding, Event Planning, Graphic Design, Management, Training, Engineering, Technical Support, etc.):

- (Verb/action word in the past tense) (the task/activity that you completed) (the result or benefit of that activity, if it is possible to state it) for a (type of company). Quantify: How big, how many, how much?
- (Verb/action word in the past tense) (the task/activity that you completed) (the result or benefit of that activity, if it is possible to state it) for a (type of company). Quantify: How big, how many, how much?

**Skill or Strength** (examples: Cooking, Housekeeping, Administrative Support, Customer Service, In-home Healthcare, Welding, Event Planning, Graphic Design, Management, Training, Engineering, Technical Support, etc.):

- (Verb/action word in the past tense) (the task/activity that you completed) (the result or benefit of that activity, if it is possible to state it) for a (type of company). Quantify: How big, how many, how much?
- (Verb/action word in the past tense) (the task/activity that you completed) (the result or benefit of that activity, if it is possible to state it) for a (type of company). Quantify: How big, how many, how much?

**EMPLOYMENT HISTORY:**

**Job Title**, Company Name, City, State      Month/Year Started to Month/Year Completed

**Job Title**, Company Name, City, State      Month/Year Started to Month/Year Completed

**OTHER EXPERIENCE** (optional, can include school or community leadership activities, volunteer work, sports, theatre, or other experience directly related to the type of job you want):

- (Verb/action word in the past tense) (the activity that you completed) (the result or benefit of that activity, if it is possible to state it). **Or....**just list, title, organization, dates.

**NAME**  
Address  
Telephone, Email

**Person #1: Chronological  
(Goal: Similar job in  
same industry)**

**OBJECTIVE:**

A position using customer service, food preparation, and kitchen maintenance skills to provide great food to restaurant customers.

**SUMMARY:**

Four years of experience preparing food and serving customers in fast food restaurants. Skills include: Kitchen preparation, short-order cooking, waitressing, and handling payments (cash and credit card transactions).

**EDUCATION & TRAINING:**

- **Culinary Arts Certificate Program** (in process, anticipated completion 7/2010), Washtenaw Community College, Ypsilanti, MI
- **Diploma**, Ann Arbor High School, Ann Arbor, MI 6/2007
- **Employee of the Month**, Burger King, Ypsilanti, MI, April 2006

**EXPERIENCE:**

**Team Leader & Pizza Maker**, Pizza Hut, Ypsilanti, MI 1/2008 to Present

- Led a team of 3 employees to provide customer service to an average of 80 customers per shift.
- Took orders, prepared, and served food to an average of 30 customers per shift in the restaurant.
- Prepared, cooked, and packaged an average of 50 pizzas per shift to fill telephone orders for delivery to customers within 30 minutes.
- Counted change for customers, processed credit card transactions, and balanced cash drawer, averaging \$3,000 per day.

**Food Preparation & Front Counter Server**, Burger King, Ypsilanti, MI 6/2006 to 1/2008

- Prepared and/or cooked all menu items to ensure that customers can be served within 3 to 5 minutes.
- Took orders, handled cash and debit card transactions (averaging \$500 per shift), and counted change.

**OTHER EXPERIENCE:**

- **Volunteer**, Thanksgiving Dinner, Homeless Shelter, Ann Arbor, MI, 11/2008

Name  
Address  
Phone, email

**Person #2: Functional**  
**(Goal: Combine recent education**  
**with paid & non-paid experience)**

**OBJECTIVE:** A position which utilizes recent education and training in social work combined with strong leadership, customer service, and non-profit experience.

**SKILLS:**

- Counseling individuals and families to reduce conflict and build stronger relationships.
- Ensuring compliance with court orders.
- Coordinating referrals to community agencies.
- Bilingual in English and Spanish.

**EDUCATION:**

- **Bachelor of Science**, Social Work, Ferris State University, Traverse City, MI 2008 to 2009
- **Associate of Arts**, Northwestern Michigan College, Traverse City, MI 2005 to 2008

**PROFESSIONAL EXPERIENCE:**

**Social and Human Services:**

- Interned at a non-profit organization providing services to children and families in crisis:
  - Supervised non-custodial parent visits with their children (ranging in age of 3 months to 16 years) for 10 families to protect the safety of the children.
  - Conducted weekly in-home visits and school meetings to provide a more intensive therapeutic and counseling approach to assist 3 families (with elementary and middle school children) to achieve their goals.
  - Coordinated activities and supervised 12 children (ages 4 to 12) in a summer camp program designed to assist children who have been abused to enhance their relationships with peers, family members, and parents.
  - Provided one-on-one assistance to families to locate appropriate referrals for needed services, complete documentation, obtain employment, etc.
- Provided pet sitting, childcare, mentoring, housekeeping, and house sitting services for 8 families.
- Served as the legal guardian, supervising the well-being of a younger sibling (age 12 to 18).
- Graded papers and administered tests for a High School math teacher.

**Sales and Customer Service:**

- Supervised sales associates to provide customer service and sell bed and bath products for a retail store averaging over 1,000 customers per week generating over \$2,300 in sales.
- Prepared food, served customers, and assisted with daily operations of an Asian restaurant.

**Cultural Awareness and Diversity:**

- Adjusted to the culture in the United States after moving to Michigan from a Thailand refugee camp at age 6, learned to speak fluent English, and successfully passed the U.S. citizenship test.
- Hosted 2 Japanese exchange students, learning about their culture and lifestyle.

**EMPLOYMENT HISTORY:**

- Intern, Child and Family Services, Traverse City, MI 2009
- Sales Associate, Bath and Body Works, Traverse City, MI 2004 to present
- Carry Out, Dishwasher/Prep, Golden Chopsticks, Traverse City, MI 2003 to 2004

NAME  
Address, phone, email

Person #3: Chronological  
(Goal: Similar job in the  
same industry)

**OBJECTIVE:** An administrative position with an organization in the healthcare industry, utilizing extensive experience in surgical scheduling and front office coordination.

**PROFESSIONAL EXPERIENCE:**

**Priority Healthcare Services, Murfreesboro, TN** 2007 to Present  
***Pre-certification Intake Coordinator***

- Prepared documentation required by the State of Tennessee to pre-certify, within 48 hours of receipt, physical therapy, occupational therapy, and surgical services for an average of 180 Workers' Compensation claimants/month for a medical utilization review agency.
- Coordinated information collection between providers, insurance adjustors, Case Managers, and the Medical Director; resolved problems; distributed approval or denial documentation; handled appealed cases.

**The Surgical Group of Southwest Michigan, Kalamazoo, MI** 1999 to 2007  
***Surgical Scheduler*** (2003 to 2007)

- Scheduled office, out-patient, and in-patient procedures for general and vascular surgeries, for a four surgeon medical practice, averaging 2,400 cases per year. Typical surgical and interventional radiological procedures included: Hernia, gall bladder, breast/mastectomy, colon, abdominal, thyroid, carotid artery, lower extremity bypass, angioplasty, stents, arteriograms, open/endograft abdominal aortic aneurysm repair.
- Ordered standard and specialized pre-surgical testing by coordinating patient appointments for lab work, chest X-rays, EKGs, anesthesia interviews, cardiac/pulmonary clearances, etc.
- Prepared patient information packages including pre-surgical preparation, scheduling details, post-surgical instructions, and other medical information.
- Coordinated documentation preparation to pre-determine medical necessity of surgery for authorization by HMOs and Medicaid; pre-certified inpatient hospital stays with insurance.
- Maintained the weekly surgical schedules for each surgeon, managing emergency situations.

***Medical Front Office Coordinator*** (1999 to 2003)

- Scheduled new patient and follow up office visits, vascular studies, and diagnostic tests including gall bladder ultrasounds, Hida scans, mammograms, thyroid labs and ultrasounds, etc.
- Coordinated patient registration, inputting demographics, insurance, and other information into the Misys Tiger medical practice management software system.
- Created, maintained, and filed patient charts and medical records, including correspondence from referring physicians, lab work, pertinent test results, office visit transcriptions, etc.
- Utilized Misys Tiger to manage charge/receipt entries and daily summaries for medical billing.
- Trained new employees in front office policies and procedures.

**Kalamazoo Ophthalmology, Kalamazoo, MI** 1996 to 1999  
***Front Desk Coordinator***

- Coordinated front desk activities for an ophthalmology practice with five physicians, one optometrist, and an optical department including appointment scheduling, patient check-in, charge entry, and product ordering.
- Managed the daily office schedule for one physician, ensuring maximum billable hours by adjusting the schedule to accommodate late patients and filling cancellations.
- Utilized Medic software (now known as Misys Tiger) to manage patient information.

**PROFESSIONAL DEVELOPMENT:**

- Accounting courses offered by the Stryker Foundation at Kalamazoo College, Kalamazoo, MI.
- Software update courses, Misys Tiger software.

**NAME**  
Address, phone, email

**SUMMARY:** Extensive experience utilizing project management, customer service, and administrative expertise to support the operations of small businesses in the healthcare and food services industries.

**PROFESSIONAL EXPERIENCE:**

***Project Management:***

- Managed the process to schedule in-patient/out-patient surgery for 2,400 procedures per year for a surgical practice with four physicians; received surgical orders, reserved operating room services, scheduled pre-surgical testing, obtained pre-approval for surgery with insurance companies, provided required information to patients, and resolved problem situations.
- Coordinated pre-certification processes to obtain authorization, within 48 hours, for patient services (physical therapy, occupational therapy, and surgical services) by Workers' Compensation Boards, HMOs, Medicaid, and private insurance carriers.
- Served as Production Manager for a restaurant, catering, and home delivery food service, coordinating activities to ensure exceptional customer satisfaction for business, residential, and retail customers; purchased raw materials and supplies, trained and supervised 6 food preparation employees, managed kitchen operations, scheduled deliveries, and processed customer orders.

***Customer Service:***

- Interfaced with the Pre-Surgical Testing and Anesthesia Departments at various hospitals to determine how to respond to abnormal test results and address patient concerns.
- Scheduled new patient and follow up office visits and diagnostic testing for surgical practices.
- Coordinated front desk activities for a high-volume ophthalmology practice and optical department including appointment scheduling, patient check-in, charge entry, and optical product orders.
- Resolved problem situations with patients, healthcare providers, and insurance carriers.

***Administrative Operations:***

- Coordinated information collection and dissemination between healthcare providers, nurse case managers, and insurance adjustors, to meet tight deadlines.
- Maintained daily schedules for surgeons, ensuring maximum billable hours by adjusting the schedule to accommodate patients, cancellations, and emergency situations.
- Prepared patient information packages including pre-surgical preparation, scheduling details, post-surgical instructions, and other medical information.
- Utilized database management software to track patient information.

**EMPLOYMENT HISTORY:**

- Priority Healthcare Services, Murfreesboro, TN 2007 to Present  
Pre-certification Intake Coordinator
- The Surgical Group of Southwest Michigan, Kalamazoo, MI 1999 to 2007  
Surgical Scheduler (1998 to Present)  
Medical Front Office Coordinator (1993 to 1998)
- Kalamazoo Ophthalmology, Kalamazoo, MI 1996 to 1999  
Front Desk Coordinator
- Apple Pantry, Kalamazoo, MI 1993 to 1996  
Production Manager

**PROFESSIONAL DEVELOPMENT:**

- Accounting courses offered by the Stryker Foundation at Kalamazoo College, Kalamazoo, MI.
- Software update courses, Misys Tiger software.

**NAME**

Address, phone, email

**Person #4: Chronological  
(Goal: Similar job in  
same industry)**

**SUMMARY:** Extensive experience managing computerized production scheduling processes to ensure profitability and cost-effectiveness for manufacturing operations. Skilled in: Fulfilling customer requirements through just-in-time techniques, analyzing specifications and determining production runs, utilizing automated scheduling systems, interfacing effectively with sales and production staff to manage emerging customer needs, and supervising 10 to 20 employees to attain production goals and meet safety requirements.

**PROFESSIONAL EXPERIENCE:****GEORGIA PACIFIC**, Albion & Milan, MI

2005 to 2009

*Production Scheduler*

- Managed the production scheduling process to ensure productivity, efficiency, and profitability for a corrugated shipping container company producing an average of 56 to 65 million square feet of corrugated boxes per month.
- Utilized just-in-time techniques to ensure satisfaction for commercial/industrial customers in diverse industries (i.e., pharmaceuticals, plastics, automotive parts, office furnishings, etc.).
- Fulfilled customer orders as small as 125 boxes and as large as 75,000 containers per order for immediate, 3 day or 5-day delivery.
- Communicated effectively with the sales team, production foremen, and staff to determine customer requirements, prioritize orders, manage constantly shifting priorities, and resolve problem situations on an ongoing basis.
- Analyzed unique customer specifications and determined effective scheduling to maximize production runs, minimize waste, and reduce equipment, production, and personnel time.
- Adjusted scheduling to meet emerging customer needs throughout the day.
- Coordinated changes to the scheduling process caused by defective product to ensure the entire order is completed and shipped to meet customer deadlines.
- Managed the inventory of raw materials (roll stock) by interfacing with the corporate office.

**GREEN BAY PACKAGING**, Kalamazoo, MI

1990 to 2005

*Production Supervisor (1995 to 2005)**Production Scheduler (1992 to 1995)**Corrugator Operator (1990 to 1992)*

- Managed a production crew of 10 to 15 people to manufacture corrugated containers.
- Supervised the production process to ensure that customer orders are produced according to specification sheets and delivery dates.
- Cultivated a work environment that reinforced that the primary objectives for each crew member were safety, quality, waste reduction, and productivity.
- Conducted daily and weekly safety meetings with crew including total job observations and other environmental safety assessments to comply with OSHA standards and voluntary protection program certification requirements.
- Managed the production runs (up to 13 machines in the process) utilizing a custom designed production-scheduling system (KIWI-PLAN).

**EDUCATION & COMPUTER SKILLS:**

- Business Vantage Point (BVP), KIWI-PLAN, Alliance, and CORR-TRIM production scheduling software systems and various internet programs.
- General Curriculum, Kalamazoo Valley Community College, Kalamazoo, MI

**NAME**

Address, phone, email

**Person #4: Functional  
(Goal: Transition into  
self-employed business  
by emphasizing “unpaid”  
experience)**

**SUMMARY:**

Extensive experience supervising staff and managing projects to ensure customer satisfaction, meet scheduling and budgetary requirements, and enhance safety, quality, and productivity.

**PROFESSIONAL EXPERIENCE:**

***Home Improvements:***

- Owned and operated a home improvement company serving residential customers.
- Installed bathroom and kitchen cabinets, hardware, fixtures, tile, lighting, ceiling/exhaust fans, doors, windows, flooring, brick patios, etc.
- Repaired and maintained plumbing, wall board, decking, fencing, painting, staining, etc.
- Built entertainment centers, desks, headboards, end tables, shelving units, photo frames, and other types of custom pieces.
- Coordinated projects to meet customer scheduling and budgetary requirements.
- Handled accounts receivables/payables and other bookkeeping functions.

***Staff Supervision:***

- Managed a crew of 10 to 15 employees to ensure productivity, efficiency, and profitability for a corrugated shipping container company producing an average of 56 to 65 million square feet of corrugated boxes per month.
- Cultivated a work environment that fostered safety (compliance with OSHA standards), quality, waste reduction, and productivity.
- Supervised the production process to ensure that orders were produced to meet customer specifications and delivery requirements.
- Communicated effectively with maintenance personnel to ensure that machinery and equipment was well-maintained.

***Project Management:***

- Managed the production scheduling process, utilizing just-in-time techniques, to maximize production runs, minimize waste, and reduce equipment, production, and personnel time.
- Fulfilled customer orders as small as 125 boxes and as large as 75,000 containers per order for immediate, 3-day, or 5-day delivery.
- Communicated effectively with the sales team, production foremen, and staff to determine customer requirements, prioritize orders, manage constantly shifting priorities, and resolve problem situations on an ongoing basis.
- Coordinated inventory control of raw materials to ensure adequate supply to fulfill customer orders.



**NAME**

Phone, email, Page two

**Person #4: Functional  
(Goal: Transition into  
self-employed business  
by emphasizing “unpaid”  
experience), Page two**

**EMPLOYMENT HISTORY:**

- **J.W. HOME IMPROVEMENTS**, Whitmore Lake, MI 2009 to Present  
*Owner*
- **GEORGIA PACIFIC**, Albion & Milan, MI 2005 to 2009  
*Production Scheduler*
- **GREEN BAY PACKAGING**, Kalamazoo, MI 1990 to 2005  
*Production Supervisor (1995 to 2005)*  
*Production Scheduler (1992 to 1995)*  
*Corrugator Operator (1990 to 1992)*

**COMPUTER SKILLS:**

- Business Vantage Point (BVP), KIWI-PLAN, Alliance, and CORR-TRIM production scheduling software systems, MS Word, and various internet programs.

**EDUCATION:**

- General Curriculum, Kalamazoo Valley Community College, Kalamazoo, MI

**NAME**  
Address, phone, email

**Person #5:**  
**Chronological for similar**  
**job/same industry**

**OBJECTIVE:** A supervisory position which utilizes asset management, financial analysis, and/or operational management skills to enhance productivity and increase cost savings for the organization.

### **PROFESSIONAL EXPERIENCE:**

**Sr. Administrative Aide**, Capital Resources, Hughes Aircraft, El Segundo, CA, 2005 to Present

- Proposed a mail distribution system to reduce annual labor by 16,000 to 24,000 hours.
- Improved distribution of management information reports, reducing processing time and saving \$70,000 in staff salaries and avoidance costs.
- Designed paperless tracking system with projected process cycle time savings of 50%.
- Created automated systems to track purchase requisitions, reducing processing time by 40%.
- Processed capital asset acquisition documentation valued between \$22 million and \$40 million annually.
- Created records to conform with changing, complex regulations and requirements.
- Coordinated problem resolution with property management.
- Led Total Quality team to control procedures to support capital asset procurement.

**Financial Data Administrator**, Remedy Temps, Torrance, CA, 2001 to 2005

- Statistically analyzed data and prepared graphs to facilitate engineering modifications.
- Managed the bookkeeping systems, general ledger, and bank reconciliations for investment portfolios valued at approximately \$1 million.

**Office Manager**, Tokico America, Inc., Torrance, CA, 1998 to 2001

- Managed staff of 17 employees for Japanese automotive/hi-tech equipment company.
- Trained Japanese employees in effective sales/marketing techniques to penetrate the U.S. automotive market.
- Researched vendors, negotiated pricing, and purchased assets valued at \$500,000 annually.
- Relocated two administrative units and directed remodeling and construction.

### **TECHNICAL AND COMPUTER SKILLS:**

**Hardware:** IBM and Mac PC's and IBM Mainframe systems

**Software:** M.S. Windows, Multimate Advantage II, M.S. Word, dBase III Plus, dBase Mac, Lotus 1-2-3, Apple Works, Quicken

### **EDUCATION AND TRAINING:**

- **Masters of Business Administration Curriculum**, University of Hawaii, HI
- **Bachelor of Arts**, Political Science and Cultural Anthropology, University of Hawaii, HI
- **Certified Life Underwriters (CLU) Certificate**; Security Dealers and Exchange License

**NAME**  
Address, phone, email

**SUMMARY:** Extensive experience in financial analysis and capital asset management. Skilled in statistically analyzing data, preparing financial documents, and utilizing computerized asset tracking systems.

**PROFESSIONAL EXPERIENCE:**

***Capital Asset Management:***

- Created automated systems to track purchase requisitions, improving processing time by 40%.
- Processed capital asset acquisition documents valued between \$22 million and \$40 million annually.
- Created records to conform with changing, complex regulations and requirements.
- Coordinated problem resolution with property management.
- Researched vendors, negotiated pricing, and purchased assets valued at \$500,000 annually.

***Financial Forecasting & Analysis:***

- Statistically analyzed data and prepared graphs to facilitate engineering modifications.
- Managed the bookkeeping systems, general ledgers, and bank reconciliations for investment portfolios valued at approximately \$1 million.

***Operational & Personnel Management:***

- Proposed a mail distribution system to reduce annual labor by 16,000 to 24,000 hours.
- Improved distribution of management information reports, reducing processing time and saving \$70,000 in staff salaries and avoidance costs.
- Designed paperless tracking system with projected process cycle time savings of 50%.
- Relocated two administrative units and directed remodeling and construction.
- Led Total Quality team to control procurement data integrity process; designed and conducted training.
- Trained administrators in policies and procedures to support capital asset procurement.
- Trained Japanese nationals in sales/marketing techniques to penetrate U.S. automotive market.
- Managed staff of 17 employees for Japanese automotive and hi-tech equipment company.

**TECHNICAL AND COMPUTER SKILLS:**

**Hardware:** IBM and Mac P.C.'s and IBM Mainframe systems

**Software:** MS Windows, M.S. Word, dBase III Plus, dBase Mac, Lotus 1-2-3, Apple Works

**EDUCATION AND TRAINING:**

- ***Master of Business Administration Curriculum***, University of Hawaii
- ***Bachelor of Arts***, Political Science and Cultural Anthropology, University of Hawaii
- ***Certified Life Underwriters (CLU)*** Coursework, Security Dealers and Exchange

**EMPLOYMENT HISTORY:**

- ***Sr. Administrative Aide***, Hughes Aircraft, El Segundo, CA 2005 to Present
- ***Financial Data Administrator***, Remedy Temps, Torrance, CA 2001 to 2005
- ***Office Manager***, Tokico America, Inc., Torrance, CA 1998 to 2001

**NAME**  
Address  
Phone, email

**Person #6: Functional  
(Goal: Highlight  
previous military  
experience)**

### **Summary**

Directed the delivery of comprehensive healthcare services in medical centers and clinic settings specializing in public health, emergency room, and military medicine. Areas of expertise include: Hiring, training, and directing military and civilian personnel in U.S. and international locations (Saudi Arabia, Iraq, and Italy); designing and implementing healthcare policies and procedures; coordinating logistics and staffing resources; and providing direct patient care.

### **Professional Experience**

#### ***Public Health Medicine:***

- Hired, trained, and directed a team of 14 medical and administrative support personnel (monolingual and bilingual English/Spanish) to provide healthcare services at a public health clinic to 4,000 predominately low-income, Hispanic clients.
  - Services included: Family planning, breast cancer early detection, comprehensive pre-natal care, well and sick child care, in home visitation for at risk infants and moms, communicable disease prevention and investigation, sexually transmitted disease prevention, immunization, and tuberculosis testing and treatment.
- Served on an internal management team to develop and implement countywide healthcare policies and procedures and bioterrorism and disaster preparedness plans.
- Supported the implementation of a safe system of care for at risk families by serving as a member of a multi-disciplinary, multi-agency task force.

#### ***Emergency Room Medicine:***

- Served as a Certified Emergency Room Nurse with credentials in the following areas of expertise: Advanced Cardiac Life Support, Pediatric Advanced Life Support, and Trauma Nurse Care Coordinator.
- Supervised shift staff of up to 8 medical personnel as an Emergency Room Charge Nurse in Level 2 trauma centers with various levels of acuity in urban and suburban areas (New York, California, Massachusetts, and New Hampshire).
- Scheduled work assignments, coordinated patient flow, expedited transfers, managed logistics and staffing resources, and resolved complaints to ensure responsible patient care.

#### ***Military Medicine:***

- Directed the operations of a freestanding, outpatient medical clinic in a remote area on the coast of Italy and supervised a team of enlisted and civilian medical and administrative personnel (monolingual and bilingual English/Italian) to provide services to active duty and retired military personnel (army and air force) and their dependents.
- Served as a Staff Nurse for a Mobile Surgical Intensive Care Unit which was designed to manage 1,000 patients per day in Iraq during Desert Storm/Desert Shield. Assessed trauma victims, prepared patients for surgery, supervised recovery, and assisted in evacuating patients to permanent facilities.
- Provided healthcare services as a Staff Nurse for the Emergency Room and Hematology/Oncology Unit of a military medical center in San Francisco, CA serving active duty personnel, retirees, and dependents.

**Name**

Phone, email, Page two

**Person #6: Functional  
(Goal: Highlight  
previous military  
experience), Page two**

**Employment History**

**Grover Beach Public Health Department, Grover Beach, CA** 1996 to Present

- *Supervising Public Health Nurse* (2000 to present)
- *Head Nurse* (1996 to 2000)

**Emergency Department, Twin Cities Community Hospital, Templeton, CA** 1995 to 1996

**Emergency Department, Manchester Hospital, Manchester, NH** 1994 to 1995

- *Staff Nurse*

**U. S. Army** 1990 to 1994

- *Captain & Chief Nurse, Camp Darby Health Clinic, Camp Darby, Italian Republic* (1992 to 1994)
- *Captain & Critical Care Staff Nurse, Mobile medical support to the 82<sup>nd</sup> Airborne Infantry Division and the 24<sup>th</sup> Infantry Division, Desert Storm/Desert Shield, Saudi Arabia and Iraq* (1992)
- *Captain & Staff Nurse, Letterman Army Medical Center, San Francisco, CA* (1990 to 1992)

**Education & Professional Licenses**

- **Registered Nurse, Public Health Certificate**, State of California (Active License)
- **Registered Nurse**, States of New York, Massachusetts and New Hampshire (Inactive Licenses)
- **Bachelor of Science in Nursing**, St. Anselm College, Manchester, New Hampshire
- **Registered Nurse**, Queens Hospital School of Nursing, Queens, New York
- **CPR Certification**

**Name**

Address, phone, email

**SPECIALIZED SKILLS:**

- Designed and delivered customized speeches and trainings which inspire, inform, and influence youth, parents, and employees of organizations which serve youth.
- Topics: Youth Empowerment, Teen Pregnancy and STD Prevention, Homelessness Awareness for Teens, and Understanding the Negative Impact of Stereotyping.

**PROFESSIONAL EXPERIENCE:**

**Professional Speaker, Ypsilanti, MI**

2006 to Present

Owned and operated a professional speaking business, specializing in peer education for middle school and high school students.

- **Keynote Speeches:**
  - **University of Michigan, Ann Arbor, MI:** Served on a panel of experts to answer questions from 30 graduate students of the School of Social Work regarding effective strategies to teach safe sex practices to teens.
  - **National Network for Youth 2008, Washington, D.C.:** Delivered a one-hour presentation on the positive impact that youth can have on their community to 300 social workers, educators, service providers, legal experts, and legislators.
  - **Genesee High School, Flint, MI:** Spoke to 150 high school students to increase awareness and change behavior around negative stereotyping. Received over 50 positive comments via email from participants after the program.
  - **Washtenaw Community College, Ann Arbor, MI:** Talked to 80 eighth graders about the importance of going to college as part of the "College is My Future" program.
  - **Planned Parenthood, Ann Arbor, MI:** Conducted presentations to high school students and parents about preventing teenage sex and safe sex practices.
  - **Peace Forum, Eastern Michigan University, Ypsilanti, MI:** Provided opening comments for a youth violence prevention conference with 100 participants.
- **Poetry Performances:** Wrote "slam" poetry and performed at the National Network for Youth 2007 (Washington, D.C.), the University of Michigan, Michigan State University, Washtenaw Community College, Milan High School, Tap Room, and Fire Fly.
- **Announcer:** Served as an Announcer for varsity basketball games for Milan High School.

**Ozone House, Ann Arbor, MI**

2007 to 2009

**Peer Educator** (2008 to 2009)

- Delivered community education presentations to 600 high school students to enhance self-esteem, support positive life choices, and increase awareness of teen homelessness.
- Spoke to 300 University of Michigan sorority/fraternity members about Ozone House services.

**Peer Outreach Worker** (2007 to 2008)

- Provided person to person outreach and "word of mouth" advertising to 200 youth in Washtenaw County to encourage participation in positive programming.
- Canvassed 100 businesses door-to-door and distributed promotional materials, which resulted in 20 youth being referred for services.

**EDUCATION & TRAINING:**

- **Associate of Arts (in process; anticipated completion in 2010), Communication,** Washtenaw Community College, Ann Arbor, MI (2008 to present).
- **Diploma,** Milan High School, Milan, MI (2004 to 2008).
- **D.E.C.A.:** Competed at the regional level for marketing, advertising, and business strategy competitions (2006).

## Resume Objective (optional)

**Sample Format:** A (certain type of position) or (job title) using (skill, skill, and skill). **OR.....**

**Sample Format:** A (type of position) utilizing (strength, strength, strength) skills to enhance the (benefit to the organization) of a (type of company) in the (geographical area).

### **Examples of Objectives:**

- A Peer Outreach Worker position using communication and peer-to-peer support skills to influence youth to make positive life choices.
- A Health Educator position using training and peer counseling skills to enhance the health and well-being of youth being served by a social service organization in southeastern Michigan.
- A Computer Technician position using mechanical, problem solving, and customer service skills to configure, upgrade, maintain, and repair computers.
- A mechanic position using education and training in automotive repair.
- A clerical or administrative position using strong organization, word processing, and desktop publishing skills.
- A position using customer service, food preparation, and kitchen maintenance skills to provide great food to restaurant customers.
- A Medical Assistant position with a healthcare organization, in the Washtenaw County area, using front and back office medical education and training. A supervisory position which utilizes strong leadership, team building, and counseling skills to enhance the health and well-being of youth being served by a social service organization in southeastern Michigan.
- A position which utilizes asset management, financial analysis, and management skills to enhance productivity and increase cost savings for the organization.
- A project management position in an innovative company with a strong global presence. Projects may range from engineering installations to communications and computer based systems.
- An IT position utilizing strong analytical, mechanical, customer relations, and problem solving skills to configure, upgrade, maintain, and repair computers.
- A position with an organization in the healthcare industry, in the Washtenaw County area, utilizing extensive experience in surgical scheduling and front office coordination.
- To lead teams of talented individuals to create and deliver high quality products and services which enhance the health and well-being of individuals or communities.

**If appropriate for you, write an objective statement for your resume below:**

## Resume Summary (optional)

**Sample of Resume Summary Format:** Overview statement capturing the theme of your work experience followed by some examples of the things you do well and enjoy/strengths (usually in a short paragraph).

### **Examples of Summary Statements:**

- **Person 1:** One year of clerical experience providing support to the finance team of an investment company. Strengths: Scheduling appointments, typing documents using Microsoft Word, filing customer information.
- **Person 2:** Four years of experience preparing food and serving customers in fast food and fine dining restaurants. Skills include: Kitchen preparation, short-order cooking, waitressing, and handling payments (cash and credit card transactions).
- **Person 3:** Over 5 years of experience designing and implementing programs to empower youth to take positive action in their lives. Specialized expertise includes: Developing curriculum, delivering training, and evaluating participant outcomes.
- **Person 4:** Extensive experience supervising staff and managing projects to ensure customer satisfaction, meet scheduling and budgetary requirements, and enhance safety, quality, and productivity.
- **Person 5:** Over 10 years of experience in financial analysis and capital asset management. Skilled in statistically analyzing data, preparing financial documents, pricing and selling life and health insurance products, and utilizing computerized asset tracking systems.
- **Person 6:** Planned, managed, and supported complex, multi-faceted voice and data systems. Specialized skills include: Hiring, training, and directing staff; managing day-to-day operations; directing installation and maintenance of technical telecommunications systems; supervising site construction and relocation; and implementing procedures to ensure customer satisfaction.
- **Person 7:** Directed the delivery of comprehensive healthcare services in medical centers and clinic settings specializing in public health, emergency room, and military medicine. Areas of expertise include: Hiring, training, and directing military and civilian personnel in U.S. and international locations (Saudi Arabia, Iraq, and Italy); designing and implementing healthcare policies and procedures; coordinating logistics and staffing resources; and providing direct patient care.
- **Person 8:** Extensive experience generating revenues up to \$3 million annually by marketing and selling a diversity of products and services including pharmaceuticals, medical equipment, psychiatric services, and corporate gift services. Skilled in managing sales territories, designing and implementing marketing and public relations programs, prospecting and developing accounts, conducting sales presentations, negotiating contracts, and training and supervising paid and volunteer staff. Bilingual English/Chinese.
- **Person 9:** Managed computerized production scheduling processes to ensure profitability and cost-effectiveness for manufacturing operations. Skilled in: Fulfilling customer requirements through just-in-time techniques, analyzing specifications and determining production runs, utilizing automated scheduling systems, and supervising 10 to 20 employees to attain production goals and meet safety requirements.



## Resume Skills and Qualifications (optional)

### **Sample of Skills and Qualifications Format:**

- Skill or Strength.
- Skill or Strength.
- Skill or Strength.

### **Examples:**

#### **Person 1:**

- Customer Service
- Communication
- Team Leadership

#### **Person 2:**

- Organizing files and paperwork.
- Utilizing computer software to create documents and presentations.
- Scheduling appointments for customers.

#### **Person 3:**

- Needs assessment, intervention design, and project management.
- Group process facilitation, training, and coaching.
- Organizational and career development, strategic planning, and change management.

#### **Person 4:**

- Designing and delivering customized speeches and trainings which inspire, inform, and influence youth, parents, and employees of organizations which serve youth.
- Addressing a diversity of youth issues including: Youth Empowerment, Teen Pregnancy and STD Prevention, Homelessness Awareness for Teens, and Understanding the Negative Impact of Stereotyping.

**If appropriate for you, write either a Summary Statement or a bulleted list of Skills and Qualifications for your resume below:**

## Professional Experience: Action Verbs to Use to Start Accomplishment Statements

Put a check  next to each skill that you enjoy using and do well (strengths):

Accelerated	Improvised	Solved
Accomplished	Increased	Sparked
Achieved	Innovated	Staffed
Administered	Installed	Started
Analyzed	Instituted	Streamlined
Approved	Introduced	Strengthened
Budgeted	Invented	Stressed
Built	Launched	Stretched
Completed	Led	Structured
Conceived	Maintained	Succeeded
Conducted	Managed	Summarized
Consolidated	Motivated	Superseded
Controlled	Negotiated	Supervised
Converted	Operated	Systematized
Coordinated	Organized	Terminated
Created	Originated	Traced
Cut	Performed	Tracked
Delegated	Planned	Traded
Delivered	Presented	Trained
Demonstrated	Processed	Transferred
Designed	Produced	Transformed
Developed	Programmed	Translated
Devised	Promoted	Trimmed
Directed	Proposed	Tripled
Doubled	Provided	Uncovered
Earned	Purchased	Unearthed
Edited	Recommended	Unified
Eliminated	Recruited	Unraveled
Established	Redesigned	Utilized
Evaluated	Reduced	Vacated
Expanded	Reorganized	Verified
Forecast	Researched	Widened
Formulated	Revised	Withdrew
Founded	Scheduled	Won
Generated	Serviced	Worked
Headed	Set Up	Wrote
Implemented	Simplified	
Improved	Sold	

## Professional Experience: Accomplishment Statements

**Sample Format:** (Verb/action in the past tense) (the activity/function/task that you completed) (the result or benefit of that activity, if it is possible to state it). Quantify: How big, how many, how much?

### **Examples of Accomplishment Statements:**

- Prepared, cooked, and packaged an average of 20 pizzas per shift to fill telephone orders for delivery to customers within 30 minutes.
- Counted change for customers and accurately controlled over \$1,000 in cash per week.
- Calculated daily cash and credit card transactions, averaging \$5,000 per day, for an Italian restaurant serving 250 customers per day.
- Prepared meals to meet the dietary requirements of 135 nursing home residents.
- Delivered papers to 100 customers located within a 1 mile radius of Whitmore Lake, MI.
- Sorted mail for distribution to 1,000 households per shift.
- Cleaned houses (averaging 1,500 square feet/house) for 5 customers per month.
- Used M.S. Word & Excel to prepare complex legal documents for a law firm specializing in defending criminal cases.
- Led a team of 3 employees to provide great customer service to an average of 150 customers per day for a retail party supply store.
- Designed youth empowerment programs for over 150 clients (ages 10 to 20 years old) for a non-profit organization (with a \$500,000/year operating budget) which provided shelter, counseling, and life skills training.
- Improved distribution of management information reports, reducing processing time and saving \$70,000 in staff salaries and avoidance costs.
- Designed systems to track purchase requisitions, reducing processing time by 40%.
- Processed capital asset acquisition documentation valued between \$22 and \$40 million/year.
- Managed the bookkeeping systems, general ledger, and bank reconciliations for investment portfolios valued at approximately \$1 million.
- Managed a staff of 17 employees for a Japanese automotive/hi-tech equipment company.
- Researched vendors, negotiated pricing, and purchased assets valued at \$500,000 annually.
- Supervised 14 employees and 35 vendors to install telecommunications hardware and ensure effective customer service for over 13,000 residential and business corporate customers.
- Generated \$3 million in annual sales for anti-infective and analgesic pharmaceutical products, achieving a #1 ranking in the Western Region.
- Managed 15 employees to ensure productivity, efficiency, and profitability for a corrugated container company producing 56 million to 65 million sq. ft. of corrugated boxes per month.
- Served as a Project Engineer to oversee the design, maintenance requirements, and operation criteria for 11 steam turbines, valued at over \$130 million, which support the safe and effective operations of a \$2 billion/year power plant.
- Directed an Electrical Construction Department, supervising up to 56 engineers and work planners in construction projects with operating budgets of \$5 million to \$20 million/year.

## Professional Experience: Chronological Format

Refer to the action verbs/skills/strengths listed on page 21 and the examples of accomplishment statements on page 22 (if helpful) and use the space below to begin drafting accomplishment statements for each of your jobs if you want a chronological version of your resume:

**Title:**

**Company, City, State:**

**Year Started:**

**Year Completed:**

•

•

•

•

•

**Title:**

**Company, City, State:**

**Year Started:**

**Year Completed:**

•

•

•

•

•

•

## Professional Experience: Functional Format

Refer to the action verbs/skills/strengths listed on page 21 and the examples of accomplishment statements on page 22 (if helpful) and use the space below to begin drafting accomplishment statements if you want a functional version of your resume:

### Skill or Strength:

- 
- 
- 
- 
- 

### Skill or Strength:

- 
- 
- 
- 
- 

### Employment History:

**Title:**

**Company, City, State:**

**Year Started:**

**Year Completed:**

**Title:**

**Company, City, State:**

**Year Started:**

**Year Completed:**

## Education, Training, Awards, and Professional Associations

**EDUCATION & TRAINING** (place on resume before Professional Experience if degrees were completed less than 5 years ago; place at end of resume if degrees completed more than 5 years ago):

- Degree, Name of School, City, State, Year Completed
- Training Program Title, Sponsoring Organization, City, State, Year Completed
- Awards: Name of Award, Sponsoring Organization, Year Received

Use the space below to list your education, training, awards, and professional associations:

<b>Degree:</b> <b>Name of School:</b> <b>City, State:</b>	<b>Year Completed:</b>
<b>Degree:</b> <b>Name of School:</b> <b>City, State:</b>	<b>Year Completed:</b>
<b>Degree:</b> <b>Name of School:</b> <b>City, State:</b>	<b>Year Completed:</b>
<b>Training Title:</b> <b>Name of School:</b> <b>City, State:</b>	<b>Year Completed:</b>
<b>Training Title:</b> <b>Name of School:</b> <b>City, State:</b>	<b>Year Completed:</b>
<b>Training Title:</b> <b>Name of School:</b> <b>City, State:</b>	<b>Year Completed:</b>
<b>Award Title:</b> <b>Awarding Organization:</b> <b>City, State:</b>	<b>Year Completed:</b>
<b>Award Title:</b> <b>Awarding Organization:</b> <b>City, State:</b>	<b>Year Completed:</b>
<b>Professional Association Title:</b> <b>Professional Association Name:</b> <b>City, State:</b>	<b>Year Completed:</b>
<b>Professional Association Title:</b> <b>Professional Association Name:</b> <b>City, State:</b>	<b>Year Completed:</b>

## Cover Letters in Response to Advertised Job Openings

### ***Tips:***

The goal of submitting a cover letter and resume in response to an advertised job opening is to get an interview. **Step 4: Creating a Great Resume to Get the Job You Want!** provides tips and strategies to get past the screening out process and get in the “Yes” pile for an interview.

### ***Template:***

Create your own cover letter template so that you can quickly and easily customize each letter to the specifics of the job as detailed in the advertisement or posting.

### ***Salary Request:***

If the ad requires that you provide salary information in the cover letter, this information will be used to screen you out and eliminate you from consideration for an interview. In **Step 4**, you will consider a variety of options you can use to handle the salary question in the cover letter.

## Guidelines for a Great Cover Letter for an Advertised Job Opening:

### Cover Letter Content and Format:

- **Screener:** The cover letter and resume are often screened first by someone without a good understanding of the job.
- **Key Words:** The screener is looking for the key words identified in the ad.
- **Generic vs. Customized:** Minimize the use of “generic” cover letters. As much as possible, create a custom cover letter for each job opening that is of interest.
- **Create a Template:** Make your own template to be able to write them quickly and efficiently (See example of a template below).
- **Match accomplishments to job requirements in the same order:** Match your accomplishments to the stated job requirements, bullet by bullet in the same order as listed in the ad.
  - They want this skill.....
  - You utilized (this skill) to do (this function) and achieve (this result).

### Sample Response to Advertised Job Opening:

Your Name  
Address, phone number, email address

Date

Contact Name  
Company Name  
Address

Dear **Mr. and Mrs. So and So (or Dear Hiring Manager):**

I am interested in the position of **(title)** advertised in the **(name of publication/website)** on **(date)**. Currently, I am researching opportunities to utilize my **(strength), (strength), and (strength) skills** to **(create this type of result/benefit)** for **(your type of company, environment, industry, geographical area)**. **(Your position sounds particularly interesting because .....**).

My background is an excellent fit with your requirements in the following ways:

- (Skilled/action verb) (function) (result/benefit).
- (Skilled/action verb) (function) (result/benefit).
- (Skilled/action verb) (function) (result/benefit).
- (Skilled/action verb) (function) (result/benefit).
- (Skilled/action verb) (function) (result/benefit).

**(Mr. and Ms. So and So,)** I would enjoy the opportunity to meet with you to discuss the contribution that I could make to **(name of your company)**. I look forward to hearing from you.

Sincerely,  
Your name



## ***Handling the Salary Question in a Cover Letter:***

### ***Salary Request:***

- ***Screening Out Technique:*** Requesting salary information in a cover letter is a “screening out technique” to reduce the pile of applicants, based on invalid assumptions (that an applicant is either too expensive or too cheap).
- ***Can’t Guess:*** There is no way you can guess what a prospective employer is thinking.
- ***No “Apples to Apples Comparison”:*** A job with salary and benefits in one organization may or may not be similar to a job with salary and benefits at another organization. No two jobs allow an exact “apples to apples” comparison because the salary range and the package of tangible and intangible benefits (i.e., salary, benefits, 401k, vacation/holidays/sick pay, tuition reimbursement, work environment, location, etc.) will be unique for each company.
- ***Wait until Interview:*** Ideally, you want to avoid talking about the salary question until after the interviewing process is complete.
- ***Focus on “Salary Requirements”, not “Salary History”:*** If the ad requires salary information, try to focus on your “salary requirements”, rather than “salary history”. There are two options detailed below.

### ***Option 1 Closing Paragraph of Your Cover Letter:***

I would enjoy the opportunity to meet with you to discuss the job requirements, the contribution I can make to ***(your company)***, and the package of benefits offered, ***(and the cost of living in your area, if this move is out of the area)***. At that time, I can provide a more accurate assessment of my salary requirements. I look forward to talking with you in the near future.

Sincerely,

Your Name

### ***Option 2 Closing Paragraph of Your Cover Letter:***

I would enjoy the opportunity to meet with you to discuss the contribution I can make to ***(your company)***. My salary requirements are in the range of ***\$x/year and \$x/year*** depending upon the job requirements and the package of benefits offered, ***(and the cost of living in your area if this requires a move out of the area)***. I look forward to talking with you in the near future.

Sincerely,

Your Name