

SAMPLE 6: Best utilized for changing careers or gaps in work history

Sample Based On Resume in Resume Magic by Susan Britton Whitcomb

GRACE COLTERMAN

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CUSTOMER SERVICE MANAGER

Communications ■ Sales ■ Administration

Bilingual (English-Spanish) professional with 10+ years' experience in training, program management, customer relations, and supervision.

PROFESSIONAL EXPERIENCE

Communications: *Public Relations, Advertising, Training, Staff Development*

- *Degree in Public Relations/Journalism:* Completed comprehensive training in public relations, including advanced coursework in mass communications, newswriting, editing, advertising, media, and graphic arts.
- *Writing/ Verbal Skills:* Excellent communication skills for effective customer communications, proposals, correspondence, flyers, newsletters, internal communications, and public speaking.
- *Staff Development:* Successfully coordinated and implemented monthly training programs-assessed learning needs, created curriculum, presented instruction, and secured nationally recognized guest speakers.
- *Background as Educator:* Able to provide client-centered interactive training sessions, emphasizing practical applications for customer education and/or staff development.

Sales: *Presentations, Negotiations, Customer Relations, Event Planning, Fund-Raising*

- *Persuasive Communicator:* Made formal presentations to boards and decision makers; sold new program ideas and secured approval for funding. Demonstrated ability to sell varied products as “floater” for upscale retailer; generated daily sales equal to that of experienced sales associates.
- *Customer Relations:* Selected by management as liaison and troubleshooter to resolve concerns with coworkers, external customers, and vendors.
- *Event Planning:* Organized well-received special events in work and community volunteer capacities. Planned events for up to 400. Initiated fund-raising projects to offset a \$250,000 reduction in state funding.

Administration: *Program Management, Planning, Development, Budgeting, Supervision*

- *Management:* Held direct accountability for planning, staffing, facilities management, and coordination of education program with 250 enrollees and 15 instructors. Hired, placed, and evaluated certified instructors.
- *Program Development:* Created successful programs (business-school partnerships, volunteerism, community outreach), from concept development through implementation at multiple sites.
- *Planning:* Served on cross-functional team that conducted strategic planning, developed budgets in excess of \$345,000, determined programming, and ensured compliance for school site serving 650+ students.

EMPLOYMENT HISTORY

Site Administrator, Alton Unified School District
Teacher, Dunder Mifflin Union School District

EDUCATION

Bachelor of Arts in Public Relations/Journalism—University of Alabama