



---

## RESUME SAMPLES

*Preparing an effective resume is a difficult and time-consuming task. This handout contains resume examples that will help you get started. Different formats and styles are used to illustrate the various suggestions and tips contained in the handout, "Preparing Your Resume," also available through the [REDACTED]*

*Remember, these are intended to serve only as examples. You should modify or change as appropriate to customize your resume according to your skills, experience, education, and the job you're applying.*

*For additional guidance or assistance, contact the [REDACTED] at [REDACTED] ext. [REDACTED] or [REDACTED]*

***A Word of Caution: Please don't be tempted to use one of the Resume Wizards or Templates that are available online or included in many word processing programs. They can be difficult to work with, don't allow you to present yourself in the best possible light—and employers can identify them easily. Instead, create your resume as a simple document in MS Word, like the examples included in this handout.***

## **FUNCTIONAL (EXPERIENCED)**

---

**IM A. SAMPLE I**

■ North ■ Street



### **SUMMARY OF QUALIFICATIONS**

**Exceptionally well organized and resourceful Professional** with more than six years experience and a solid academic background in accounting and financial management; excellent analytical and problem solving skills; able to handle multiple projects while producing high quality work in a fast-paced, deadline-oriented environment.

### **EDUCATION**

**Bachelor of Science,** ■■■■■ NE (In Progress)

Major: ■■■■■ Minor: ■■■■■ Systems

Expected Graduation Date: ■■■■■

GPA to date: ■■■■■

### **PROFESSIONAL ACCOMPLISHMENTS**

#### **■■■■■ and ■■■■■ Management**

- Developed and maintained accounting records for up to fifty bank accounts.
- Formulated monthly and year-end financial statements and generated various payroll records, including federal and state payroll reports, annual tax reports, ■■■ and ■■■ forms, etc.
- Tested accuracy of account balances and prepared supporting documentation for submission during a comprehensive three-year audit of financial operations.
- Formulated intricate pro-forma budgets.
- Calculated and implemented depreciation/amortization schedules.

#### **■■■■■ Systems Analysis and Problem Solving**

- Converted manual to computerized accounting systems for two organizations.
- Analyzed and successfully reprogrammed software to meet customer requirements.
- Researched and corrected problems to assure effective operation of newly computerized systems.

### **WORK HISTORY**

**Student Intern,** ■■■■■ ■■■■■ ■■■■■ ■■■■■ ■■■■■ of ■■■■■ NE  
(Summer ■■■■■)

■■■■■ **Coordinator,** ■■■■■ Special Olympics, ■■■■■ NE ■■■■■

**Bookkeeper,** SMC, Inc., ■■■■■ NE ■■■■■ – ■■■■■

**Bookkeeper,** First ■■■■■ Methodist Church, Altus, OK ■■■■■ – ■■■■■

### **PROFESSIONAL AFFILIATION**

**Member,** IMA, ■■■■■ Student Chapter

### **COMPUTER SKILLS**

- Proficient in MS ■■■■■ (Word, Excel, PowerPoint, Outlook), QuickBooks
- Basic Knowledge of MS Access, SQL, Visual Basic, C++

# **CHRONOLOGICAL (INTERNSHIP)**

## IM A. SAMPLE II

South Street

A horizontal row of five solid black rectangular boxes of varying widths, used to redact sensitive information from a document.

**OBJECTIVE:** Internship or Part-time Position in Marketing, Public Relations or related field utilizing strong academic background and excellent communication skills

## **EDUCATION:**

## **BS in Business Administration with Marketing Emphasis**

NE

- Expected Graduation Date: [REDACTED] [REDACTED]
  - GPA to date: [REDACTED]

## **Relevant Coursework**

# Principles of Marketing

## Internet Marketing

### Public Relations

# Business Communication Consumer Behavior Business Policy & Strategy

## WORK

## HISTORY:

**Aacademic Tutor** [REDACTED] to present)

NE

- Assist college students in overcoming deficiencies and successfully mastering academic coursework.

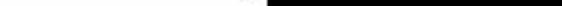
## **Senior Accounts Receivable Clerk**

NE

- Researched story ideas, wrote articles and participated in the publication of a weekly in-house newsletter.
  - Assisted customers and staff members in resolving problems and balancing accounts; trained new staff members.
  - Managed and recorded daily accounts receivable deposits of up to [REDACTED]
  - Conducted extensive research to recover lost checks and organized system to stop payment and replace all checks.

## **COMMUNITY SERVICE:**

**Advertising Coordinator, [REDACTED] to present)**

 Student Newspaper

## **Volunteer**

[REDACTED]

## **ADDED VALUE:**

**Language Skills:** Bilingual (English/Spanish)

**Computer Skills:** MS Office (Word, Excel, PowerPoint), PhotoShop

## REFERENCES:

**Available Upon Request**

**IM A. SAMPLE III**

[REDACTED]

[REDACTED]

**SUMMARY OF QUALIFICATIONS**

Experienced business professional with a solid academic background and a demonstrated commitment to providing high quality customer service; described as a "take charge" person with exceptional communication and human relations skills; proficient in the use of MS Office (Word, Excel, PowerPoint) with basic knowledge of [REDACTED]

**EDUCATION**

[REDACTED] NE [REDACTED]  
**Bachelor of Science in** [REDACTED] **of** [REDACTED]

- GPA in major: [REDACTED] Graduated with distinction

**PROFESSIONAL EXPERIENCE**

[REDACTED] NE [REDACTED] to Present)  
**Customer Service Supervisor** [REDACTED] to present)

- Supervise operations and staff in a [REDACTED] inbound [REDACTED] unit, including hiring, training and evaluating employees, preparing and administering annual budgets, developing business plans, etc.
- Assess level of customer satisfaction and resolve sensitive and complex issues raised by customers; provide additional training and take other action as required to maintain a high level of customer satisfaction.

**Customer Service Representative** [REDACTED]

- Handled incoming calls from customers and potential customers, provided [REDACTED] and received orders using CRT to input data.
- Interviewed customers and recommended other available products to meet their needs; received several Incentive Awards [REDACTED] sales [REDACTED]
- Provided orientation and training to new staff members.

**PROFESSIONAL AFFILIATIONS AND ACTIVITIES**

**Member,** [REDACTED] [REDACTED] [REDACTED] (SHRM) [REDACTED] to [REDACTED]  
[REDACTED] [REDACTED] Student Chapter

- Chair, Program [REDACTED] [REDACTED]

**President,** [REDACTED] Business [REDACTED] Gold [REDACTED] Chapter [REDACTED]

**REFERENCES FURNISHED UPON REQUEST**

**IM A. SAMPLE IV**

**OBJECTIVE:** Position in market research or financial analysis where strong technical skills, mathematical/statistical background and problem solving abilities can be applied towards the successful achievement of business goals and objectives

**PROFESSIONAL PROFILE**

- Exceptionally well organized, resourceful and highly motivated with the ability to handle multiple projects and produce timely, high quality work.
- Strong analytical and human relations skills; especially effective in helping customers and associates resolve issues and concerns.

**PROFESSIONAL SKILLS AND EXPERIENCE****Analysis and Problem Solving**

- Researched and developed a survey instrument, subsequently used to obtain information from customers regarding their satisfaction with products purchased.
- Compiled and analyzed statistical data to identify potential target markets for future sales and marketing efforts.
- Completed independent research project on the use of mathematical/statistical models as tools for solving various business problems.
- Conducted quality control inspections, analyzed results and developed action plans to address areas of concern.

**Communications and Customer Relations**

- Received Customer Service Satisfaction Award for high quality of services provided to both vendors and customers.
- Handled customer inquiries and sales; effectively represented company to vendors and prospective customers, resulting in a [REDACTED] increase in sales in just six months.
- Provided orientation, training and guidance to new employees.

**EDUCATION**

**Bachelor of Science**, [REDACTED] NE [REDACTED]  
Major: Computer [REDACTED] Systems in Business      Minor: Mathematics  
Graduated summa cum laude      GPA: [REDACTED]

**TECHNICAL SKILLS**

- Java, PERL, ASP, PHP Scripting, Relational Databases, SQL
- Inferential Statistics, Data Analysis, Calculus & Mathematical Analysis, SPSS

**WORK EXPERIENCE**

**Intern-Market Research**, Mutual of [REDACTED] NE (Fall Semester, [REDACTED])  
**Sales Associate & Machinist Assistant**, Precision Tool, [REDACTED] NE [REDACTED] to present)

**IM A. SAMPLE V**

---

**PROFESSIONAL PROFILE**

Self-motivated, resourceful and dynamic leader with extensive experience and a strong educational background in management, training and employee development; exceptional communication skills and a demonstrated ability to create and manage cohesive, productive work teams; proficient in the use of Microsoft Word, Excel and other software applications.

---

**PROFESSIONAL SKILLS AND ACCOMPLISHMENTS****Management and Administration**

- Directed, guided and motivated a workforce of up to █ individuals with diverse technical backgrounds and experiences.
- Successfully improved work performance of a “marginal” work team, as evidenced by an increase to a “satisfactory” performance rating after only six months as team leader.
- Provided day-to-day supervision for an administrative staff of up to sixty employees.
- Planned, designed and coordinated the programming of computer-based products; designed and coordinated computer system testing in facilities throughout the world.
- Planned, developed and administered annual budgets ranging from █ to █

**Training and Development**

- Taught college level courses in leadership, management, team building, effective writing and speech communications.
- Certified as Master Instructor; designed and developed curriculum; selected, trained and evaluated other instructors.
- Advised and educated personnel on ways to enhance and strengthen their promotability and job performance; identified and documented career development plans for employees.
- Provided on-the-job training and guidance for new employees.

**Communication and Counseling**

- Conducted formal investigations and utilized a variety of counseling techniques and strategies to successfully resolve highly complex and sensitive issues involving domestic abuse, racial discrimination, minor law infractions and academic failures.
  - Worked one-on-one with customers and employees to enhance self esteem and resolve communication problems.
  - Marketed and promoted company programs to employees and the general public through a variety of activities including presentations to audiences of over █ people.
  - Established and maintained effective working relationships with co-workers, superiors and subordinates to facilitate the achievement of business objectives.
- 

*CONTINUED.....*

**EDUCATION AND TRAINING****Bachelor of Science in Management** [REDACTED]

GPA: [REDACTED]

Dean's Scholar

Graduated with Professional Honors

**Associate of Applied Science in [REDACTED] Technology** [REDACTED]

[REDACTED] of [REDACTED]

Numerous workshops, courses and seminars dealing with leadership development, management, TQM, interpersonal communications, curriculum development and related topics  
[REDACTED] of [REDACTED] and [REDACTED] Schools

Certified as Total Quality Management Facilitator

Qualified Master [REDACTED] Instructor in Leadership and Management

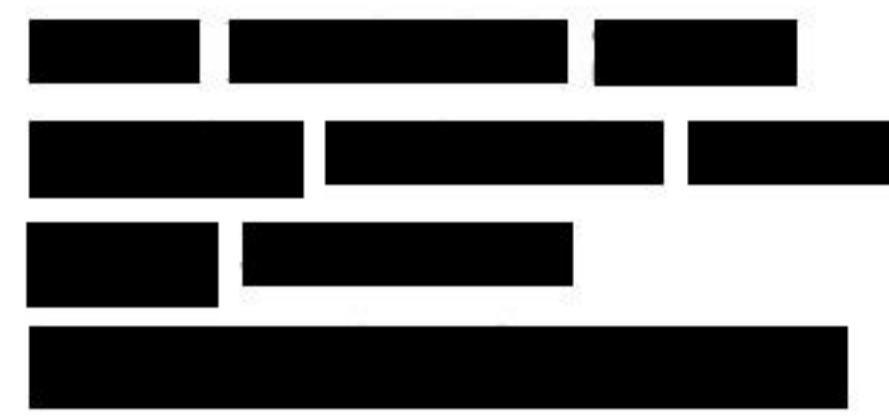
**WORK HISTORY****Various Positions of Increasing Responsibility and Leadership**

[REDACTED] to present)

- Currently serving as Squadron Operation Superintendent.
  - Scheduled to leave [REDACTED] in September [REDACTED]
- 

**VOLUNTEER/COMMUNITY SERVICE****Coach**, Youth Soccer, [REDACTED]**Unit Coordinator**, U.S. [REDACTED] Drive**REFERENCES AVAILABLE UPON REQUEST**

### **IM A. SAMPLE VI**



#### **PROFESSIONAL HIGHLIGHTS**

- Extensive technical and management experience in information systems technology with a solid academic background in computer information systems and business administration.
- Excellent communicator with strong leadership skills and the ability to build cohesive, productive teams while fostering and encouraging creativity and individual expression.
- Areas of expertise:

Operations Management  
Mainframe & PC Operations  
Customer Relations

Project Management  
Software Development  
Technical Support

Quality Management  
Design  
Troubleshooting

#### **WORK EXPERIENCE**

**Supervisor,** [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] NE [REDACTED] to present)  
Oversee the maintenance and enhancement of financial systems to ensure process integrity and system stability for user areas.

##### **Significant Accomplishments**

- Managed the implementation of a major software upgrade, significantly increasing efficiency in the use of accounts payable and purchasing systems.
- Converted contract and payee information from a third party system to an internal automated system, resulting in approximately [REDACTED] in annual revenue for the organization.
- Developed a cohesive, productive work team of individuals from diverse areas of the organization, utilizing strong interpersonal and leadership skills to foster and encourage teamwork and cooperation among team members and with user areas.
- Utilized TQM principles to implement several internal process improvements that have resulted in hundreds of time-saving hours annually.
- Promoted into management position after only six months as a [REDACTED] Analyst.

**Programmer/Analyst,** [REDACTED] [REDACTED] [REDACTED] NE [REDACTED] – [REDACTED]  
Provided systems support and enhancements to user areas throughout the hospital.

##### **Significant Accomplishments**

- Developed and implemented an automated system for processing employee timesheets, thus eliminating the need for handwritten timesheets.
- Researched, designed and developed a new software application now being used by managers throughout the organization for strategic planning and reporting.
- Recognized as Information [REDACTED] Employee of the Year for the high quality of customer service provided and the successful resolution of numerous systems problems.

## **WORK EXPERIENCE (Continued)**

Senior [REDACTED] Operator, [REDACTED] [REDACTED] [REDACTED] NE [REDACTED] –

- Supervised shift operations and staff, trained employees, developed work schedules and monitored work performance.
  - Operated IBM and [REDACTED] systems; identified and resolved problems to assure smooth and efficient system operations.

EDUCATION

# MBA with Concentration in [REDACTED] Systems

NE

Expected Graduation:

# **Bachelor of Science, [REDACTED] [REDACTED] [REDACTED] NE**

Major: [REDACTED] Systems

GPA:

## **Minor: Business Administration**

Dean's Scholar

# Certificate in [REDACTED]

NE

## **TECHNICAL KNOWLEDGE AND SKILLS**

C, C++, Visual Basic, COBOL

## Advanced Microcomputer Applications

**QUESTION PAPER**  
**& Design of Database Systems**

## Relational Database

Windows

UNIX/Linux

SQL

## Microcomputer Graphics/Mapping

MS Office (Word, Excel, PowerPoint, Outlook, Access)

## **REFERENCES AVAILABLE UPON REQUEST**

# CHRONOLOGICAL (GRADUATE ASSISTANTSHIP)

## IM A. SAMPLE VII

[REDACTED] Road  
[REDACTED]  
[REDACTED]  
[REDACTED]

### OBJECTIVE

To obtain a Graduate Assistantship where strong academic background and excellent communication skills can be utilized to help college students achieve their educational goals.

### EDUCATION

#### Bachelor of Arts, [REDACTED] NE [REDACTED]

Majors: Psychology, Sociology  
Graduated Summa Cum Laude      Dean's Scholar

GPA: [REDACTED]  
National Dean's List

#### Relevant Coursework

Fundamentals of Guidance & Counseling  
Psychological Assessment  
Research Methods & Psychological Research

Personality [REDACTED]  
Learning [REDACTED]  
[REDACTED] Psychology

### PROFESSIONAL [REDACTED]

#### Writing Tutor and Test Administrator, [REDACTED] NE [REDACTED] - [REDACTED]

- Assisted in the preparation and administration of various assessment instruments, including CLEP, DANTEs and placement tests.
- Provided tutorial assistance to undergraduate and graduate students in the area of writing/composition.
- Advised and assisted international students with writing assignments to help them strengthen their English language skills.

#### Research Assistant, [REDACTED] of [REDACTED] NE (Summer [REDACTED] - [REDACTED])

- Assisted child psychologist in a two-part Summer Research Enrichment Program, including observations of client [REDACTED] data entry and preparation of research reports.
- Performed literature searches and prepared summary reports for a major research project involving the study of individuals with disabilities.

### COLLEGiate HONORS AND ACTIVITIES

Listed in Who's Who Among [REDACTED] in [REDACTED] Colleges and Universities

Member, Pi [REDACTED] Mu and [REDACTED] Societies

President, [REDACTED] and [REDACTED] Sciences [REDACTED] [REDACTED]

Volunteer Contributor, [REDACTED] VUE, [REDACTED] [REDACTED]

Member, [REDACTED] Advisory [REDACTED]

[REDACTED] OF [REDACTED] & [REDACTED]

## **CHRONOLOGICAL (COMPUTER/TECHNICAL)**

## IM A. SAMPLE VIII

North Street

A 3x3 grid of nine solid black rectangular boxes. The boxes are arranged in three rows: the top row has three boxes, the middle row has two boxes, and the bottom row has one box.

## **OBJECTIVE**

**Seeking position in [REDACTED] Systems** or related field utilizing solid academic background along with exceptionally strong analytical, problem solving and customer service skills.

EDUCATION

## **BS in [REDACTED] Systems—Web-based Networking**

**Dean's Scholar**

Expected Graduation Date:

GPA to date: XXXXXXXXXX

**Associate of Applied Science, [REDACTED] NE**  
**Major: Management [REDACTED] Systems      GPA: [REDACTED]**

## **TECHNICAL KNOWLEDGE AND SKILLS**

**Operating Systems: Windows**  **UNIX/Linux**

**Technical Support:** Installation, Configuration & Troubleshooting of Hardware & Software

**Languages:** Visual Basic, C, C++, Visual C++, Java, HTML, XML, ASP.NET

## **Database Management: Relational Databases. SQL, PL/SQL, MS Access**

**Applications:** MS Office (Word, Excel, PowerPoint, Outlook), MS Project

## **PROFESSIONAL EXPERIENCE**

**Support Technician/Intern, [REDACTED] NE (Summer)**

- Assisted in systems administration and configuration in UNIX and Windows NT.
  - Installed and maintained local area networks, including Novell and Windows systems.
  - Staffed [REDACTED] analyzed and resolved system problems encountered by end users.
  - Participated in the design and development of the department's web site.
  - Assisted with the maintenance of e-mail and other Internet applications.

**Lab Assistant, [REDACTED] - [REDACTED] NE [REDACTED] - [REDACTED]**

- Provided advice and guidance to college students on the effective use of PCs and various software applications.

## **COLLEGIATE ACTIVITIES**

# Volunteer Contributor, [REDACTED] Lab Newsletter

**Member, Varsity Baseball Team,** [REDACTED] [REDACTED]

## **REFERENCES AVAILABLE UPON REQUEST**

**IM A. SAMPLE IX**

**OBJECTIVE:** Position in [REDACTED] utilizing strong human relations, customer service and problem solving skills.

**PROFESSIONAL SKILLS AND ACCOMPLISHMENTS****Analysis and Problem Solving**

- Researched and developed a survey instrument, subsequently used to obtain employee information on their satisfaction with the company's employee relations program.
- Compiled and analyzed statistical data to identify potential sources for use in developing annual recruiting program.
- Completed independent research project on the impact of "family friendly" human resources policies on employee retention.
- Conducted quality control inspections, analyzed results and developed action plans to address areas of concern.

**[REDACTED] and Customer Relations**

- Provided orientation and training to new employees and advised them on the effective handling of customer complaints.
- Greeted applicants, scheduled interviews, conducted reference checks and participated in on-campus recruiting activities and career fairs.
- Received Customer Service Satisfaction Award for high quality of services provided to both vendors and customers.
- Handled customer inquiries and sales; effectively represented company to vendors and prospective customers, resulting in a [REDACTED] increase in just six months.

**EDUCATION****Bachelor of Science, [REDACTED] NE (In Progress)**

- Major: Psychology Minor: [REDACTED] Arts
- Expected Graduation: [REDACTED]
- GPA to date: [REDACTED] Dean's Scholar

**Associate of Arts, Iowa [REDACTED] IA [REDACTED]**

- Area of Emphasis: Business [REDACTED]

**WORK EXPERIENCE**

**Senior Sales Associate**, Precision Tool, [REDACTED] NE [REDACTED] to present)

**[REDACTED] Intern**, Oriental Trading, [REDACTED] NE (Spring Semester [REDACTED])

**REFERENCES FURNISHED UPON REQUEST**

# CHRONOLOGICAL (HUMAN/SOCIAL SERVICE)

## IM A. SAMPLE X

[REDACTED] Apt. [REDACTED]

[REDACTED]

### OBJECTIVE

Seeking Position in [REDACTED] or related field utilizing strong academic background, experience and excellent interpersonal skills

### EDUCATION

BS in [REDACTED] & [REDACTED] [REDACTED] NE (Jan [REDACTED]  
▪ Dean's Scholar GPA: [REDACTED]

AAS in [REDACTED] (Dec [REDACTED] Basic Nursing Assistant Program (Jan [REDACTED]  
[REDACTED] NE

### WORK HISTORY

**Day Rehabilitation Specialist**, [REDACTED] NE [REDACTED] [REDACTED] NE [REDACTED] – Present)

- Manage a caseload of twenty consumers, assist them in setting and reaching individual plans
- Facilitate group sessions on Mental Illness, Stress Management and Healthy Relationships
- Plan and implement social activities for consumers
- Coordinate and conduct team meetings
- Process billings, manage petty cash fund, and oversee operations in supervisor's absence

**Assistant Receptionist**, [REDACTED] NE (Jan – [REDACTED]

- Arranged and facilitated weekend activities for residents
- Contacted families to set up dates and times to review and discuss care plans
- Delivered and read mail to residents, providing companionship and social interaction
- Filed confidential paperwork and provided receptionist/administrative support for the [REDACTED]

**Employment Trainer**, [REDACTED] NE [REDACTED] [REDACTED] NE (Aug [REDACTED] – [REDACTED]

- Managed a caseload of twenty consumers and provided on-the-job coaching to help them succeed
- Conducted group job search training sessions and assisted consumers with completion of job applications, cover letters and resumes

**Criminal Justice/Shelter Advocate**, Crisis [REDACTED] Inc & Family Violence [REDACTED] NE

[REDACTED] – Oct [REDACTED]

- Responded to crisis calls and provided support to victims of domestic abuse
- Completed paperwork to document circumstances surrounding alleged abuse for judicial review

**Assistant**, [REDACTED] NE (Jan [REDACTED] – Sept [REDACTED]

- Conducted tours, provided orientation and general assistance for new residents
- Completed social histories, inventoried clothing, and met one-on-one with residents to help them understand their rights and responsibilities
- Assisted the [REDACTED] in meeting critical staffing needs during peak times by working as a certified nursing assistant, dietary aide, receptionist and van driver

### COMMUNITY SERVICE

**Volunteer**, Women's Health [REDACTED] NE (Fall [REDACTED] – present)

- Assisted professional staff and participated in one-on-one discussions with women seeking advice on health-related issues
- Observed group training sessions to develop the skills needed to facilitate groups in the future