



Mount Wachusett
Community College

Resume & Cover Letter



The AMMQC program is an Equal Opportunity program.

Adaptive equipment is available upon request for individuals with disabilities.

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This project is sponsored by a \$15.9 million grant from the U.S. Department of Labor, Employment and Training Administration.

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This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration.

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usefulness, adequacy, continued availability, or ownership.

Resumes #1

John Doe
202 Oak Ridge Lane
Indianapolis, Indiana 47804
(888) 555-1234

Warehouse Worker

Seeking to find a job with a manufacturing or warehouse company, where I can use my experience as a Forklift Driver in order to maintain inventories in a good clean environment and to become an asset to the company I work for.

Summary of Qualifications

- More than ten years experience.
- Experienced forklift operator able to receive cargo into packing area, report any overage, shortage and damages from that delivery to the appropriate agent or supervisor and follow packing instructions as indicated by paperwork.
- Experience working with lots of different materials.
- Ability to implement and perform pm's for planned maintenance programs.
- Excellent ability to use hand and power tool applicable to the trade.
- Ability to read, understand, and follow safety procedures.
- Demonstrated ability to follow oral or written instructions.
- Able and capable of lifting 100lbs, can withstand extreme hot and cold conditions. Capable of prolonged physical effort, fast problem solver, ability to respect deadlines and to efficiently interrelate with other workers of the department.

Professional Experience

Carpet Warehouse One, Indianapolis, IN.

2006 - Present

Forklift Operator/Warehouse

- Safely and accurately calculated, built and assembled customer orders to prepare them for delivery, inner-yard transfer or customer pick-up.
- Safely and accurately loaded material for delivery onto trucks with the guidance of the truck driver responsible for making the delivery.
- Unloaded stock (incoming material from vendors). Label all parts for tracking per ISO requirements.
- Use of forklifts to move all items within the store.
- Handling and organizing all material as to minimize damage, operating forklift equipment and maintaining care to minimize damage and down time and safely and neatly maintaining storage areas, entry and exit points, and all high traffic avenues of all facilities to be free of trash and debris to allow for unobstructed safe passage.
- Professionally and courteously assisted all customers as they entered the warehouse for material pick-up or returns.

Fed-ex Inc. Indianapolis, IN.

2003 - 2006

Forklift Operator/Warehouse

- Using forklift to pull orders.
- Working in the receiving and shipping department, picking, packing, and scanning orders using a palletizer and also doing inventory.
- Label all parts for tracking per ISO requirements.
- Pulling and putting away orders in a temperature controlled setting, and serving as a UPS & FED-EX warehouse person all with the use of a RF Scanner.

Heading

Your contact information

- Name
- Street Address
- City, State, Zip Code
- Home/Cell Phone
- E-mail Address

Make sure your heading is free of typographical errors.

Examples of Headings

Name

Street Address

City, State, Zip

Phone Number

E-mail Address

Beth Smith, CAPM

215 W. State Street, Milwaukee, WI 53201

bethsmith@comcast.net

www.linkedin.com/beth-smith

Cell: 555-263-1678

SALLY STUDENT

1111 First Street
Toledo, OH 32032
(419) 555-5555

studentsally@utoledo.edu

FIRST LAST

Street Address, City, MA 01453 • (978) 630-9553 • e-mail@mwcc.edu

Tom Dixon

123 Main Street ♦ Anytown, OH 43552 ♦ (555) 555-5555 ♦ tom@mondayisgood.com

www.linkedin.com/in/mondayisgood

YOUR NAME

123 Main St., Anywhere, USA 12345 • 123-456-7890 • yourname@email.com

Profile

- Also called “Summary,” “Background,” or “Qualifications”
- Two or three sentences that summarize your most marketable skills and qualifications
- Select four to six of your most outstanding features as they relate to the job you are targeting

Example: Bilingual Quality Control Manager with nine years of progressive professional experience. Results oriented with strong leadership skills and proven ability to consistently meet and exceed targeted results.

Summary of Qualifications

- Several bullet statements summarizing your qualifications for the job you're seeking
- Short statements no longer than two lines
- Prioritize statements so that the most relevant comes first

Examples of Summaries

SUMMARY OF QUALIFICATIONS

- Certified as Travel and Tourism Specialist.
- Extensive experience in customer service positions.
- Efficient in general office functions, such as answering the phone professionally, filing, scheduling appointments, composing various documentation, and can type 60 WPM at 98% accuracy.
- Computer skills consist of Microsoft Office, Apollo, Quick Books, Maximizer and other programs.
- Possess great passion in travel and hospitality; trained in planning and booking trips.
- Friendly, self-motivated individual with a desire to provide exemplary customer service.
- Highly efficient learner with well-developed problem solving skills.

Jane Smith

JANESMITH@FAKEMAIL.COM

1 Way Road, New York, NY 10001, 212·000·0000

Summary of Qualifications

- Responsible for managing the budget of a \$200K account
- Experienced Administrative Manager tasked with overseeing and improving company operations
- Background in financial management and forecasting, team management, and mentoring
- Expert in MS Office and Google Apps
- Experienced in conflict resolution and problem solving

Summary

Adaptable Warehouse Associate with diverse experience in inventory, shipping, and assembling areas. Quickly learn new tasks and work well in a team environment. Diligent professional with solid work ethic and flexible schedule.

Profile

Market Strategy Analyst with cross-functional expertise in business and financial analysis, accounting, marketing, and new business development. More than seven years of experience in the financial services industry, combining strong analytical skills with business wisdom to positively contribute to organization's bottom -line.

Resumes #2

DAVID SIMON

12345 Street Ave. • Seattle, WA 11111 • (555) 555-5555 or (555) 555-5555 • email@resumewriters.com

SUMMARY OF QUALIFICATIONS

Dedicated leader with comprehensive management and logistics experience. Demonstrated ability to train, manage, and motivate team members to achieve organizational objectives.

CORE COMPETENCIES

Strategic Planning	Operations Management	Training & Development
Lean Manufacturing Practices	Distribution & Transportation	Procurement & Inventory Control
Site Safety	Regulatory Compliance	Budgeting & Cost Reduction

PROFESSIONAL EXPERIENCE

PFIZER LABORATORIES, Ann Arbor, MI

10/2000 – Present

Production Supervisor

- Manage all support services related to production facility, including weighing and dispensing operations, buffer preparation, glass wash facility, contract cleaning services, contract gowning services, preventive maintenance on equipment, inventory and storage of raw materials, and routine operation of preparing media and buffer solutions.
- Select, train, supervise, and evaluate 14-person team.
- Partner with other departments within production facility to support wide range of ongoing projects.

BIOTECH CORPORATION, San Diego, CA

1/1990 – 10/2000

Materials Supervisor (1993 – 2000); *Material Coordinator* (1991 – 1993); *Material Handler* (1990 – 1991)

- Directed all materials/logistical functions related to shipping and receiving, warehousing, return goods, material handling, and mailroom operations in GMP, FDA, OSHA and EPA-regulated environment.
- Managed, evaluated, and coached team of 4 individuals.
- Oversaw hazardous waste management, including chemical, radioactive, biohazard, and medical waste.

WOMFORD, Chelmsford, MA

5/1987 – 1/1990

Receiving Manager

- Controlled receiving and distribution of merchandise to assure inventory accuracy interface with vendors and accounting to resolve discrepancy problems.
- Coordinate inventory levels with 12 departments and reduced inventory shortage by 50%.

U. S. ARMY & U.S. ARMY RESERVE, Fort Divans, MA

12/1982 – 5/1995

Logistics/Procurement Officer – Reserve Position

- Planned, organized, and implemented all logistic and supply activities for 2 major deployments involving international coordination for 8,000 personnel.

PROFESSIONAL DEVELOPMENT

Hazardous Waste Management Course, Clean Harbors and BASF, Radioactive Waste Management Course, U.S. Ecology, U.S. DOT Hazardous Materials Regulation Course, Award Environmental, Reverse Osmosis Water Treatment, General Electric, SAP System Inventory Management and Procurement Systems

EDUCATION

WESTERN MASSACHUSETTS COLLEGE, Boston, MA

Bachelor of Arts: Theatre Arts, 1981

Work/Professional Experience

- Reverse chronological order: start with your current or most recent employer
- List your job title, the employer's name and location, and the dates of employment
- Include your duties/responsibilities by focusing on accomplishments, achievements, and completed projects
- You may want to list education before your work history

Resumes #3

Owen Maxwell

1 Main Street, New Cityland, CA 91010
Cell: (555) 322-7337 - example-email@example.com

Summary

Adaptable Warehouse Associate with diverse experience in inventory, shipping, and assembling areas. Quickly learn new tasks and work well in a team environment. Diligent professional with solid work ethic and flexible schedule.

Highlights

- Equipment operation and maintenance
- Inventory counts
- Merchandise tracking
- Loading and unloading
- Staging
- Regulatory compliance
- Scheduling proficiency
- Packaging familiarity
- Safety-minded
- Customer service focus

Experience

Warehouse Associate

November 2011 to Current

Milton Distribution — New Cityland, CA

- Stock, stage, and transport goods.
- Clean and maintain warehouse in compliance with OSHA safety standards.
- Track time spent on assignments each day for productivity reporting.
- Stack and pile lumber, boards, and pallets.
- Verify computations against physical count of stock.
- Operate forklifts and other heavy machinery safely.

Warehouse Associate

April 2008 to October 2011

New Cityland Logistics — New Cityland, CA

- Moved freight, stock, and other materials to and from storage and production areas and loading docks.
- Reported all equipment failures and malfunctions to supervisor.
- Assisted with forecast of manpower requirements based on daily workload and company targets.
- Maximized sales by shipping on time and accurately.
- Redirected shipments en route in response to customer requests.
- Trained new associates on material handling processes to reduce shipping times.

Warehouse Associate

July 2005 to March 2008

Jackman Industrial Supply — New Cityland, CA

- Received, stored, and shipped goods and materials.
- Tagged all inbound merchandise with receiving date.
- Coordinated with freight forwarders to expedite international shipments.
- Loaded and unloaded pieces into boxes for shipment.
- Adhered to all requirements and regulations for interstate HAZMAT carriers.
- Achieved a 92% on-time shipment rate.

Certifications

Certified Forklift Operator, OSHA--2004-Present

Examples of Experience #1

EXPERIENCE

December 2000 – Present

Bio Works Inc.

Production Worker

- Monitor production line at each stage
- Maintain and handle tools and equipment used for production procedures
- Monitor hoppers on the machine and keep them sufficiently filled
- Check the parts bins at regular intervals
- Inspect product constantly to maintain highest quality parts

Warehouse Associate

July 2005 to March 2008

Jackman Industrial Supply — New Cityland, CA

- Received, stored, and shipped goods and materials.
- Tagged all inbound merchandise with receiving date.
- Coordinated with freight forwarders to expedite international shipments.
- Loaded and unloaded pieces into boxes for shipment.
- Adhered to all requirements and regulations for interstate HAZMAT carriers.
- Achieved a 92% on-time shipment rate.

Experience

Forklift Operator

March 2012 to Current

Balkot's Clothing — New Cityland, CA

- Correctly and efficiently move product between delivery vehicles, staging areas, and storage.
- Perform minor maintenance on equipment and report complex issues to management.
- Use radio frequency equipment to complete assigned product movement tasks.
- Oversee junior operators to minimize safety issues and team improve performance.
- Pull products for shipment to worldwide locations.

COMPANY NAME, City, State, 20xx-present

Job Title

- Write two or more bullet statements about the work you performed on this job and what you learned or accomplished that's relevant to your job objective.
- Quantify results of your accomplishments when possible and appropriate; refer to how you positively affected the organization, the bottom line, your boss, co-workers, or customers.
- Mention on-the-job awards or commendations you received that relate to your job objective.

Education #1

- Start with the most recent
- Include the name of the institution, the credential (certificate, diploma, degree, license, etc.), and the date of completion

Advanced Manufacturing Industrial Readiness Training Program 2014
Mount Wachusett Community College
Devens, MA

Mount Wachusett Community College, Devens, MA June 2014
Advanced Manufacturing Industrial Readiness Training Program

- If not yet completed, list the date you expect to finish

Advanced Manufacturing Industrial Readiness Training Program
Expected May 2016
Mount Wachusett Community College, Devens, MA

Education #2

- If you did not complete your education and do not plan to do so, you can still list the training you received

Coursework in Advanced Manufacturing Industrial Readiness Training 2014
Mount Wachusett Community College
Devens, MA

- You may also list any memberships in professional organizations under this heading, such as the Association for Manufacturing Excellence or the American Welding Society

Examples of Education

EDUCATION

Master of Science Degree in Communications and Information Management (1998 – 2005)

University of Massachusetts – Amherst, Massachusetts (GPA: 3.9)

Bachelor of Science Degree in Marketing (1998 – 2003)

Middle Ridge College – Portsmouth, New Hampshire

Education:

12/89

State ABC University, Anytown, State ABC

B.S. Dairy Manufacturing (12/89)

Emphasis on fermented product manufacturing, food safety, quality assurance, and general business. GPA 3.5 – Major

EDUCATION

MASSACHUSETTS STATE UNIVERSITY – Atlanta, Georgia

Bachelor of Science in Business Administration (1987)

UNIVERSITY SCHOOL OF NURSING, Baltimore, Maryland
Center for Professional Development and University Health System,
Department of Nursing Development

State of the Art RN Refresher Course, Re-entry into Practice, 2002

- 148.8 contact hours (clinical: 72 hours; theory: 50 hours)

EAST UNIVERSITY, Baltimore, Maryland

Master of Arts in Nursing, 1980

Bachelor of Science in Nursing, 1978

- *Recipient*, Grant for Masters studies in Community Mental Health Nursing, National Institute for Mental Health, 1979-1980
- *Recipient*, Ashburn Award for leadership, service, and academic achievement, School of Education, Health, Nursing, and Arts Professions, 1978

Chronological examples

Kathy A. Tuttle

13 Turkey Creek Road, Sutton, Massachusetts 03445
617-998-5567 email: KathyT@aol.com

PROFILE

- Highly motivated **Project Management Professional** with experience and education in information technology, database management systems, and professional marketing and research.
 - Exceptional level of versatility gained from a wide array of managerial and technical skills in sales and marketing, strategic planning, retail operations, product development, database design, and finance.
 - Recognized for creativity and innovation at *New Games* in the development of novel ideas, and for the ability to think create highly professional documentation and marketing publications.
-

PROFESSIONAL EXPERIENCE

SUBSTITUTE SERVICES, Denver, CO

4/2004 – Present

Substitute Teacher

- ✦ Providing classroom instruction for K-5 to high school students with an emphasis on math and science.
- ✦ Develop strategies for creating a positive learning atmosphere, with an emphasis on maintaining an environment where the students learn to succeed through cooperative and collaborative efforts.

SEATTLE CORPORATION, Seattle, WA

10/2003 – 5/2004

Shift Manager

- ✦ Responsible for the day-to-day management and operational oversight of a popular coffee shop including cash control, inventory, retail ordering, promotional set-ups, and customer service.
- ✦ Provided supervision of staff including hiring, orientation, scheduling, staff meetings, and training.

NEW MEDIA, INC., Seattle, WA

5/2002 – 12/2002

Market Research Analyst

- ✦ Participated in various market analysis and research projects that were designed to identify business opportunities, evaluate competition, define market characteristics, and assess customer preferences.
- ✦ Reviewed legal contracts, media information, advertising and sales media, and market research data.

MGM UNIVERSAL, Los Angeles, California

1999 – 2001

Special Events Coordinator and Trade Show Assistant

- ✦ Provided logistical support, customer service, and product expertise for high-profile promotional events including industry trade shows, expositions, and games developer conferences.
-

EDUCATION

Master of Science Degree in Communications and Information Management (1998 – 2005)

University of Massachusetts – Amherst, Massachusetts (GPA: 3.9)

Bachelor of Science Degree in Marketing (1998 – 2003)

Middle Ridge College – Portsmouth, New Hampshire

Resumes #4

Liliana French

1 Main Street, New Cityland, CA 91010
Cell: (555) 322-7337 - example-email@example.com

Summary

Reliable and dedicated Forklift Operator with over six years' experience. Efficient and accurate, with clean safety record. Proficient in operating under tight schedules with with minimal oversight.

Highlights

- Safety-conscious
- OSHA certified operator
- Leadership experience
- Time management ability
- Organized
- Able to stand for extended time
- Can lift up to 70 pounds
- Team player
- Detail-oriented
- Excellent communicator

Experience

Forklift Operator

March 2012 to Current

Balkot's Clothing — New Cityland, CA

- Correctly and efficiently move product between delivery vehicles, staging areas, and storage.
- Perform minor maintenance on equipment and report complex issues to management.
- Use radio frequency equipment to complete assigned product movement tasks.
- Oversee junior operators to minimize safety issues and team improve performance.
- Pull products for shipment to worldwide locations.

Forklift Operator

May 2009 to February 2012

Locken Supply Company — New Cityland, CA

- Selected products for specific routes according to pick sheets.
- Received incoming shipments and reviewed contents against purchase order for accuracy.
- Followed proper selection procedures as established by the company.
- Transported goods from racks, shelves, and vehicles.
- Installed protective bracing, padding, and strapping to prevent shifting and damage to items during transport to local and regional facilities.
- Worked at a rapid pace to meet tight deadlines.
- Verified and recorded the count and condition of cargo received.
- Removed pallets, freezer boxes, and damaged products from returning trailers.

Forklift Operator

January 2008 to April 2009

Institutional Logistics — New Cityland, CA

- Operated powered lift trucks, floor sweepers, pallet jacks, and forklifts safely, with a 0% incident rate.
- Used propane forklift to load trailer at warehouse.
- Assembled product containers and crates.
- Loaded flat bed by forklift and hand truck.
- Assisted in physical inventories and maintained stock rotations.

Training and Certifications

Trained and OSHA-certified Forklift Operator

Name
Street
City, State Zip
Phone, Email

Resumes #5

JOB OBJECTIVE: The job you want next

SUMMARY OF QUALIFICATIONS

- + How much experience you have in the field of your job objective, in a related field, or using the skills required for your new position.
- + An overall career accomplishment that shows you'd be good at this job.
- + What someone would say about you as a recommendation.

PROFESSIONAL EXPERIENCE

- 19xx-~~pres.~~ Job Title, Company Name, City, State
- + An accomplishment you are proud of that shows you're good at this profession.
 - + A problem you solved and the results.
 - + A time when you positively affected the organization, the bottom line, your boss, your co-workers, your clients.
 - + Awards, commendations, publications, etc., you achieved that relate to your job objective.
- 19xx-xx Job Title, Company Name, City, State
- + A project you are proud of that supports your job objective.
 - + Another accomplishment that shows you're good at this line of work.
 - + Quantifiable results that point out your skill.
- 19xx-xx Job Title, Company Name, City, State
- + An accomplishment you are proud of that shows you will be valued by your next employer.
 - + An occasion when someone "sat up and took notice" of your skill.

EDUCATION

Degree, Major (if relevant), 19xx (optional)
University, City, State

Resumes #6

Name

Street • City, State Zip • Phone • Email

JOB OBJECTIVE

Very concisely state what job you would like next.

SUMMARY

- Write three or four bullet statements that summarize why you would be good at your job objective. Each statement should be no longer than two lines.
- Your statements should highlight your relevant strengths such as experience, skills, community service, and personality traits.
- Prioritize the statements in this section so the most relevant one comes first.

PROFESSIONAL EXPERIENCE

COMPANY NAME, City, State, 20xx-present

Job Title

- Write two or more bullet statements about the work you performed on this job and what you learned or accomplished that's relevant to your job objective.
- Quantify results of your accomplishments when possible and appropriate; refer to how you positively affected the organization, the bottom line, your boss, co-workers, or customers.
- Mention on-the-job awards or commendations you received that relate to your job objective.

COMPANY NAME, City, State, 20xx-xx

Job Title

- Write two or more bullet statements about the work you performed on this job and what you learned or accomplished that's relevant to your job objective. Follow the tips mentioned above.
- Prioritize the statements under each Job Title section so the most relevant one comes first.

COMPANY NAME, City, State, 19xx-xx

Job Title

- Write two or more bullet statements about the work you performed on this job and what you learned or accomplished that's relevant to your job objective. Follow the tips mentioned above.
- Prioritize the statements under each Job Title section so the most relevant one comes first.

EDUCATION

Degree, Major [if relevant], 20xx
School, City, State

COMMUNITY SERVICE

Organization, Position held, 20xx-present

Organization, Position held, 20xx-xx

Owen Maxwell

1 Main Street, New Cityland, CA 91010
Cell: (555) 322-7337 - example-email@example.com

Summary

Adaptable Warehouse Associate with diverse experience in inventory, shipping, and assembling areas. Quickly learn new tasks and work well in a team environment. Diligent professional with solid work ethic and flexible schedule.

Highlights

- Equipment operation and maintenance
- Inventory counts
- Merchandise tracking
- Loading and unloading
- Staging
- Regulatory compliance
- Scheduling proficiency
- Packaging familiarity
- Safety-minded
- Customer service focus

Experience

Warehouse Associate

November 2011 to Current

Milton Distribution — New Cityland, CA

- Stock, stage, and transport goods.
- Clean and maintain warehouse in compliance with OSHA safety standards.
- Track time spent on assignments each day for productivity reporting.
- Stack and pile lumber, boards, and pallets.
- Verify computations against physical count of stock.
- Operate forklifts and other heavy machinery safely.

Warehouse Associate

April 2008 to October 2011

New Cityland Logistics — New Cityland, CA

- Moved freight, stock, and other materials to and from storage and production areas and loading docks.
- Reported all equipment failures and malfunctions to supervisor.
- Assisted with forecast of manpower requirements based on daily workload and company targets.
- Maximized sales by shipping on time and accurately.
- Redirected shipments en route in response to customer requests.
- Trained new associates on material handling processes to reduce shipping times.

Warehouse Associate

July 2005 to March 2008

Jackman Industrial Supply — New Cityland, CA

- Received, stored, and shipped goods and materials.
- Tagged all inbound merchandise with receiving date.
- Coordinated with freight forwarders to expedite international shipments.
- Loaded and unloaded pieces into boxes for shipment.
- Adhered to all requirements and regulations for interstate HAZMAT carriers.
- Achieved a 92% on-time shipment rate.

Certifications

Certified Forklift Operator, OSHA--2004-Present

Resumes #7

Owen Maxwell

1 Main Street, New Cityland, CA 91010
Cell: (555) 322-7337
example-email@example.com

Summary

Adaptable Warehouse Associate with diverse experience in inventory, shipping, and assembling areas. Quickly learn new tasks and work well in a team environment. Diligent professional with solid work ethic and flexible schedule.

Highlights

- Equipment operation and maintenance
- Inventory counts
- Merchandise tracking
- Loading and unloading
- Staging
- Regulatory compliance
- Scheduling proficiency
- Packaging familiarity
- Safety-minded
- Customer service focus

Experience

Milton Distribution

November 2011 to Current

Warehouse Associate

New Cityland, CA

- Stock, stage, and transport goods.
- Clean and maintain warehouse in compliance with OSHA safety standards.
- Track time spent on assignments each day for productivity reporting.
- Stack and pile lumber, boards, and pallets.
- Verify computations against physical count of stock.
- Operate forklifts and other heavy machinery safely.

New Cityland Logistics

April 2008 to October 2011

Warehouse Associate

New Cityland, CA

- Moved freight, stock, and other materials to and from storage and production areas and loading docks.
- Reported all equipment failures and malfunctions to supervisor.
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Jackman Industrial Supply

July 2005 to March 2008

Warehouse Associate

New Cityland, CA

- Received, stored, and shipped goods and materials.
- Tagged all inbound merchandise with receiving date.
- Coordinated with freight forwarders to expedite international shipments.
- Loaded and unloaded pieces into boxes for shipment.
- Adhered to all requirements and regulations for interstate HAZMAT carriers.
- Achieved a 92% on-time shipment rate.

Certifications

Certified Forklift Operator, OSHA--2004-Present

Combination Format

- Focuses on your skills and experience
- Displays skills not used in recent work experience
- You are entering the job market for the first time or re-entering the job market after an absence

Examples of Experience #2

PROFESSIONAL ACCOMPLISHMENTS

KEY SKILL

- Write two or more bullet statements about employment or volunteer activities in which you used this skill.
- Quantify results of your accomplishments when possible and appropriate; refer to how you positively affected the organization, the bottom line, your boss, co-workers, or customers.
- Mention awards or commendations you received that required this skill.
- If you used this skill to solve problems, briefly describe the problems and results.

KEY SKILL

- Write two or more bullet statements, following the tips mentioned under the first Key Skill section.
- Prioritize the statements under each Key Skill section so the most relevant one comes first.

RELEVANT SKILLS & ACHIEVEMENTS

Communication & Training Skills

- Edited professional and academic papers and reports for a diverse clientele throughout work and academic history.
- Trained up to 15 clients at Language Works in the use of interactive language technology programs.
- Conducted individual and group training sessions at Community Rehab Society to promote progress toward specific goals.
- Communicated daily with Language Works team members and clients to facilitate problem-solving and to maintain clear channels of communication.
- Wrote monthly reports on client and program status at USA Healthcare.

Analytical Skills

- Throughout work history, selected appropriate tools to evaluate client needs, formulated strategic plans, and implemented customized programs.
- Analyzed Latin and ancient Greek documents at UC Santa Barbara and translated according to extremely complex grammatical rules.
- Assessed existing services at Superior Health and Community Rehab Society; created new, facility-wide programs to meet the needs of specific target groups.

PROFESSIONAL EXPERIENCE

Communication Skills

- Provided bilingual assistance via telephone
- Trained to integrate quickly and effectively with any Communication Centre.
- Communicated with all emergency personnel, hospital staff and physicians.
- Elicited and understood directions and geographical information.
- Mediated confrontational situations and resolved customer complaints in a medical emergency room setting.
- Offered surgical counseling and support to medical patients undergoing corrective surgeries.
- Directed flow of patients and paperwork in central medical clinic and emergency room.
- Developed local marketing initiatives for medical centre, including corporate alliances and expansion of referral-based leads, with a conversion rate of 95%.
- Demonstrated customized technology and in-house desktop tools to prospective key clients, in both informal formal settings.
- Facilitated pension-related training sessions.
- Represented company at career fairs and conducted on-campus recruiting; was presented with these opportunities as an acknowledgement of my continued effort to surpass goals and expectations, and my ability to serve as an effective role model.
- Assessed teamwork, flexibility, adaptability, customer service skills, and common values & goals of potential candidates through formal interviews and recruiting.

Customer Service

- Provided specialized Pension and Benefits outsourcing services through verbal and written communication, for clients such as ABC Company, and XYZ Company.
- Surpassed company's customer service goals and expectations by achieving a 95%+ monthly average on customer service assessments.
- Recordings of my own telephone interactions with clients were chosen as training tools to demonstrate superior customer service skills.
- Was quickly promoted from Participant Services Associate to Project Manager (after 9 months rather than the set 3 years) as a result of strong service delivery, professionalism, expert knowledge and ability to remain flexible and open to increased responsibilities.

Resumes #8

Name
Street
City, State Zip
Phone, Email

JOB OBJECTIVE: The job you want next

SUMMARY OF QUALIFICATIONS

- * How much experience you have in the field of your job objective, in a related field, or using the skills required for your new position.
- * An overall career accomplishment that shows you'd be good at this job.
- * What someone would say about you as a recommendation.

RELEVANT EXPERIENCE

MAJOR SKILL

- * An accomplishment you are proud of that shows you have this skill.
- * A problem you solved using this skill and the results.
- * A time when you used your skill to positively affect the organization, the bottom line, your boss, your clients.
- * Awards, commendations, publications, etc., you achieved that relate to your job objective.

MAJOR SKILL

- * A project you are proud of that supports your job objective.
- * Another accomplishment that shows you're good at this line of work.
- * Quantifiable results that point out your skill.
- * An occasion when someone "sat up and took notice" of your skill.

WORK HISTORY

19xx-present	Job Title	COMPANY NAME and city
19xx-xx	Job Title	COMPANY NAME and city
19xx-xx	Job Title	COMPANY NAME and city
19xx-xx	Job Title	COMPANY NAME and city

EDUCATION

Degree, Major (if relevant), 19xx (optional)
University, City, State

Resumes #9

RICHARD VASSOR

400 Summit Hill ~ Denver, Colorado 80127

303-555-1212

support@resumeedge.com

SALES PROFESSIONAL

Client Relations ~ Negotiations ~ Inside & Outside Sales

Dynamic and results-oriented with a successful track record in the industrial sales industry and a desire to move into pharmaceutical sales. Articulate and persuasive in dealing with all levels of management, peers, staff, and a diverse clientele. Consistently meets and exceeds corporate sales goals, while also mentoring staff to improve customer satisfaction. Special abilities in attention to detail, decision-making, organization, and marketing plans. Willing to travel.

CAREER ACCOMPLISHMENTS TRENT CORPORATION

Outside Sales

- In six months achieved an 80% overall sales increase in accounts excluding the Mohawk-Karastan national contract that Trent Corporation previously lost, with this account representing 59% of the territory's revenue.
- Retained 50% of Mohawk-Karastan business through creative marketing plans.
- Selected to attend and successfully completed company's prestigious outside sales / management trainee program.

Inside Sales

- Chosen to manage VIP clients, including APV Baker and E.I. Dupont representing annual revenues of \$2 million.
- Led inside sales staff in monthly gross profit and total sales.
- Increased total monthly gross profit by 249% in seven months.

PROFESSIONAL EXPERIENCE

TRENT CORPORATION, Denver, Colorado

1999 – Present

Sales Professional, Outside Sales (2001-Present)

Inside Sales (2000-Present); Corporate Trainee (1999-2000)

- Recognized by company for outstanding sales service and consistent leadership in reaching company goals.
- Chosen to be a corporate trainee.
- Taught *Introduction to Distribution Class* to branch employees.
- Completed training in all phases of business, including operations, product lines, sales, and distribution.
- Traveled to numerous branches to assist with sales-related issues.
- Marketed territory for new sales representative; developed improvements to cold-calling technique.
- Mined sales opportunities by conducting on-site surveys with consumers.

Additional Experience as a Collections Manager and Collector for Industrial Acceptance Corporation in Denver, Colorado

EDUCATION

COLORADO CITY COLLEGE, Denver, Colorado

Bachelor of Arts in Psychology, English Minor, 1996

Resumes #10

JENNIFER RIVERS

1543 Central Park Drive ~ New York, New York 10001

212.555.1212

pro@news.net

MARKETING EXECUTIVE

Product Launches ~ Overseas Partnerships ~ Presentations

Accomplished, multilingual Professional consistently recognized for achievement and performance in the fuel industry. Innovative and successful in mining new sales territories and establishing business alliances, including the recent partnership with *MJM Oil* in Korea. Proven leader with special capabilities in building teams, strategizing, and implementing workable marketing plans employing television, radio, Internet, and print media. Fluent in English, Korean, Japanese, and French.

BUSINESS SKILLS

Marketing

- ♦ Launch gasoline exports in conjunction with new production plant start-up; target overseas markets.
- ♦ Initiate sales of ULS, an environmentally-friendly new product launched in the European market.
- ♦ Establish joint venture partnerships in Europe and Far East; implement marketing for aviation fuel and asphalt as a value-added commodity.

Market Planning

- ♦ Analyze regional import / export economics and the interregional oil markets.
- ♦ Participate in contract negotiations for strategic alliances with major European and Asian concerns.
- ♦ Achieved \$25 million in revenue by developing offshore storage programs that fulfilled seasonal market trends in the region.

Product Planning

- ♦ Optimize production mode by selecting appropriate refinery; research product specification revisions by country.
- ♦ Propose and participate in the Plant Operation Committee, a team effort between production and sales.

PROFESSIONAL EXPERIENCE

TTR CORPORATION, New York, New York 1993 – Present
Vice President, Overseas Business Division

- Promoted to position in March 1996; selected as one of three employees to attend an MBA course in 2003.
- Named *Employee of the Year* in 1996 based on professional achievements.

FUEL INDUSTRY OF AMERICA, New York, New York 1989 – 1992
Manager of Marketing

- Provided analysis on fuel industry, drafting report for the White House.
- Awarded the *Honor Prize* in 1992 based on performance evaluations of oil producers.

EDUCATION

UNIVERSITY OF NEW YORK, New York, New York
Bachelor of Arts in Communications, 1988

Name
Street
City, State Zip
Phone, Email

JOB OBJECTIVE: The job you want next

SUMMARY OF QUALIFICATIONS

- How much experience you have in the field of your job objective, in a related field, or using the skills required for your new position.
- An overall career accomplishment that shows you'd be good at this job.
- What someone would say about you as a recommendation.

PROFESSIONAL EXPERIENCE

- 19xx-xxxx Job Title, Company Name, City, State
- An accomplishment you are proud of that shows you're good at this profession.
 - A problem you solved and the results.
 - A time when you positively affected the organization, the bottom line, your boss, your co-workers, your clients.
 - Awards, commendations, publications, etc., you achieved that relate to your job objective.
- 19xx-xx Job Title, Company Name, City, State
- A project you are proud of that supports your job objective.
 - Another accomplishment that shows you're good at this line of work.
 - Quantifiable results that point out your skill.
- 19xx-xx Job Title, Company Name, City, State
- An accomplishment you are proud of that shows you will be valued by your next employer.
 - An occasion when someone "sat up and took notice" of your skill.

EDUCATION

Degree, Major (if relevant), 19xx (optional)
University, City, State

Resumes #11

Name
Street
City, State Zip
Phone, Email

JOB OBJECTIVE: The job you want next

SUMMARY OF QUALIFICATIONS

- How much experience you have in the field of your job objective, in a related field, or using the skills required for your new position.
- An overall career accomplishment that shows you'd be good at this job.
- What someone would say about you as a recommendation.

RELEVANT EXPERIENCE

MAJOR SKILL

- An accomplishment you are proud of that shows you have this skill.
- A problem you solved using this skill and the results.
- A time when you used your skill to positively affect the organization, the bottom line, your boss, your clients.
- Awards, commendations, publications, etc., you achieved that relate to your job objective.

MAJOR SKILL

- A project you are proud of that supports your job objective.
- Another accomplishment that shows you're good at this line of work.
- Quantifiable results that point out your skill.
- An occasion when someone "sat up and took notice" of your skill.

WORK HISTORY

19xx-present	Job Title	COMPANY NAME and city
19xx-xx	Job Title	COMPANY NAME and city
19xx-xx	Job Title	COMPANY NAME and city
19xx-xx	Job Title	COMPANY NAME and city

EDUCATION

Degree, Major (if relevant), 19xx (optional)
University, City, State

Name

Street • City, State Zip • Phone • Email

JOB OBJECTIVE

Very concisely state what job you would like next.

SUMMARY

- Write three or four bullet statements that summarize why you would be good at your job objective. Each statement should be no longer than two lines.
- Your statements should highlight your relevant strengths such as experience, skills, community service, and personality traits.
- Prioritize the statements in this section so the most relevant one comes first.

PROFESSIONAL EXPERIENCE

COMPANY NAME, City, State, 20xx-present

Job Title

- Write two or more bullet statements about the work you performed on this job and what you learned or accomplished that's relevant to your job objective.
- Quantify results of your accomplishments when possible and appropriate; refer to how you positively affected the organization, the bottom line, your boss, co-workers, or customers.
- Mention on-the-job awards or commendations you received that relate to your job objective.

COMPANY NAME, City, State, 20xx-xx

Job Title

- Write two or more bullet statements about the work you performed on this job and what you learned or accomplished that's relevant to your job objective. Follow the tips mentioned above.
- Prioritize the statements under each Job Title section so the most relevant one comes first.

COMPANY NAME, City, State, 19xx-xx

Job Title

- Write two or more bullet statements about the work you performed on this job and what you learned or accomplished that's relevant to your job objective. Follow the tips mentioned above.
- Prioritize the statements under each Job Title section so the most relevant one comes first.

EDUCATION

Degree, Major [if relevant], 20xx
School, City, State

COMMUNITY SERVICE

Organization, Position held, 20xx-present
Organization, Position held, 20xx-xx

Resumes #12

NAME

Street • City, State Zip • Phone • Email

JOB OBJECTIVE

Very concisely state what job you would like next.

HIGHLIGHTS OF QUALIFICATIONS

- Write three or four bullet statements that summarize why you would be good at your job objective. Each statement should be no longer than two lines.
- Your statements should highlight your relevant strengths such as experience, skills, community service, and personality traits.
- Prioritize the statements in this section so the most relevant one comes first.

PROFESSIONAL ACCOMPLISHMENTS

KEY SKILL

- Write two or more bullet statements about employment or volunteer activities in which you used this skill.
- Quantify results of your accomplishments when possible and appropriate; refer to how you positively affected the organization, the bottom line, your boss, co-workers, or customers.
- Mention awards or commendations you received that required this skill.
- If you used this skill to solve problems, briefly describe the problems and results.

KEY SKILL

- Write two or more bullet statements, following the tips mentioned under the first Key Skill section.
- Prioritize the statements under each Key Skill section so the most relevant one comes first.

WORK HISTORY

20xx-present	ORGANIZATION, City, State Job Title
19xx-xx	ORGANIZATION, City, State Job Title
19xx-xx	ORGANIZATION, City, State Job Title

EDUCATION

Degree, Major [if relevant], 20xx
School, City, State

COMMUNITY SERVICE

Position held, Organization, 20xx-present
Position held, Organization, 20xx-xx

Cover Letter

- Explains the reasons for your interest in the specific organization and/or position and identifies your most relevant skills or experiences
- Used to inquire about openings in a company or to apply for known job openings
- Narrative that tells the employer why they should hire you and how you are the best candidate for the position
- Complements your resume (does not duplicate it) and adds a personal touch
- Accompany every resume you send out with a cover letter
- Customized to each position to match your skills to employer needs

Parts of a Cover Letter #1

- Heading
- Date
- Employer Address
- Salutation
- Body
- Closing
- Signature and Typed Name

YOUR NAME

Your address, phone number and email

Current Date

Mr. or Ms. Employer

Title

Organization

Street Address

City, State, Zip

Cover Letters #1

Dear Mr. or Ms. Employer:

First Paragraph: Tell why you are writing. Name the position, field, or general area you are applying for at the organization. Tell how you heard of the opening or organization. If a current employee suggested that you follow up on this opening, include his or her name here. If you heard of the opening through a newspaper, include the name of the publication and the date. Mention that you are enclosing a copy of your resume.

Second Paragraph: Tell how your qualifications match the ones the employer is seeking. Be specific by giving examples. Mention one or two qualifications you think would be of greatest interest to the employer, ones that were not directly asked for, but that you believe would be beneficial and help you stand out among other candidates. Tell why you are particularly interested in this type of work. If you have had related experience or specialized training, point it out. Expand on the information stated in your resume.

Third Paragraph: Close by making a specific request for an interview, if appropriate. You may suggest a specific date and time that you will phone to make an appointment, (Make sure you call at that time!) or you can state that you will call within a certain period of time (e.g. ten days). Another alternative is to ask the employer to call you. If the employer is in another geographic area, you can state that you will be in the area at a specific time and would like to meet with the employer then. In any case, make sure that your closing statement is positive and requests a specific action from the reader. Thank the reader for her/his consideration.

Close Your Letter:

Sincerely,

Your signature

Type your name

Parts of a Cover Letter #2

- **First paragraph:** Tell why you are writing. Name the position you are applying for and how you heard of the opening. If it was through an employee, name that person.
- **Middle paragraph:** Tell how your qualifications meet the employer's needs. Be specific and give examples.
- **Concluding paragraph:** Request an interview and say you will follow up at a specific time. Thank the reader for his/her consideration.

Cover Letters #2

Your Contact Information
Your Name
Your Address
Your City, State, Zip Code
Your Phone Number
Your Email Address

Date

Employer Contact Information
Name
Title
Company
Address
City, State, Zip Code

Dear Mr./Ms. Last Name:

First Paragraph:

The first paragraph of your letter should include information on why you are writing. Mention the position you are applying for. Include the name of a mutual contact, if you have one. Be clear and concise regarding your request. Convince the reader that they should grant the interview or appointment you requested in the first paragraph.

Middle Paragraphs:

The next section of your cover letter should describe what you have to offer the employer. Make strong connections between your abilities and their needs. Mention specifically how your skills and experience match the job you are applying for. Remember, you are interpreting your resume, not repeating it. Try to support each statement you make with a piece of evidence. Use several shorter paragraphs or bullets rather than one large block of text.

Final Paragraph:

Conclude your cover letter by thanking the employer for considering you for the position. Include information on how you will follow-up. State that you will do so and indicate when (one week's time is typical). You may want to reduce the time between sending out your resume and follow up if you fax or e-mail it.

Respectfully yours,

Handwritten Signature *(for a mailed letter)*

Typed Signature

Cover Letters #3

Jason Kroll

817 East 35th Street Apt. 318 • Ulysess, TX 89816
928.826.8611 • jason@utexas.edu

May 20, 2006

37774 Kennedy Drive
Austin, TX 34421

Dear Mr. Kelso:

Building.

It's what I do for a living.

No, not in the traditional hammer and nail sense, but in the business sense – whether it's building a marketplace for a product I'm selling, building a series of original products, or building a business.

Six years ago, the world of internet advertising was unproven and untapped. I created a sales and marketing plan of attack for this fledgling media, and ultimately built an incredibly strong client base and revenue stream that helped our company grow 500% in six years.

In working closely with my clients and with a project management team, I built a series of innovative programs and products that respond to an ever-changing web-based marketplace. As the technology has evolved, I've been able to adapt to the changing playing field.

And finally, I built a business of more than 180 clients that includes senior managers and decision makers at some of the world's largest consumer brands and advertising agencies.

I'm excited to learn more about Angelo Worldwide, and I'm thrilled at the chance to build your business. I look forward to following up about the Vice-President of Marketing Services job.

Regards,

Jason Kroll