

RESUME TYPES

STANDARD RESUME TYPES

CHRONOLOGICAL RESUMES

A resume arranged with the last 10 years of work history, beginning with the most recent job first.

Advantages: Highlights a progressive work history.

Disadvantages: May not reflect the skills more relevant to current job target. Can reveal gaps in the work history. May also highlight age.

FUNCTIONAL RESUMES

A resume arranged by skills, aptitudes, and talents, which does not emphasize dates or positions that you held. This format should be used by people experiencing a career change or by those with a limited or inconsistent job history.

Advantages: Highlights skills most relevant to current job target. Demonstrates skills and abilities for people who have limited work experience or gaps in their work history.

Disadvantages: May be viewed as an attempt to cover up undesirable information.

COMBINATION RESUMES

A resume that lists skills and experience first, followed by employment history in chronological order within categories

Advantages: Highlights the skills that are relevant to the job being applied for and provides the chronological work history that employers prefer

Disadvantages: Repetitive if similar skills apply to different positions

All types of resumes will include your relevant training and education arranged in reverse chronological order (most recent listed first).

CHRONOLOGICAL RESUME OUTLINE

NAME
City, State
Area Code Phone Number
Email

Put the career, job objective, or Title here but do not label it as that

WORK EXPERIENCE

JOB TITLE, Company Name, City, State 2014-2017

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

JOB TITLE, Company Name, City, State 2012-2013

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

JOB TITLE, Company Name, City, State 2007-2012

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

EDUCATION/TRAINING

Certificate (or Degree), Name of School, City, State

Certificate (or Degree), Name of School, City, State

FUNCTIONAL RESUME OUTLINE

NAME
City, State
Area Code Phone Number
Email

Put the career, job objective, or Title here but do not label it as that

COMPUTER SKILLS: (optional section)

PROFESSIONAL SKILLS

MOST IMPORTANT SKILL SET (*from the list you created on page 3*)

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

SECOND MOST IMPORTANT SKILL SET (*from the list you created on page 3*)

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

WORK EXPERIENCE

JOB TITLE, Company Name, City, State	2014-2017
JOB TITLE, Company Name, City, State	2011-2014
JOB TITLE, Company Name, City, State	2008-2011

EDUCATION/TRAINING

Certificate (or Degree), Name of School, City, State
Certificate (or Degree), Name of School, City, State

COMBINATION RESUME OUTLINE

NAME
City, State
Area Code Phone Number
Email

Put the career, job objective, or Title here but do not label it as that

RELEVANT EXPERIENCE or PERSONAL SUMMARY or SUMMARY OF QUALIFICATIONS

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer. USE JOB DESCRIPTION AS YOUR GUIDE!**
- Job accomplishment ...
- Job accomplishment ...

RELATED EXPERIENCE

JOB TITLE, Company Name, City, State

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

ADDITIONAL EXPERIENCE

JOB TITLE, Company Name, City, State

2014-2017

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Job accomplishment ...
- Job accomplishment ...

EDUCATION/TRAINING

Certificate (or Degree), Name of School, City, State

Certificate (or Degree), Name of School, City, State

RESUME TIPS



Follow these tips when preparing your resume

- Prioritize the content of your resume to best fit the position you are applying for
- Use a 1" margin on top and sides
- Keep your formatting consistent
- Use an easy to read font such as Times New Roman, Ariel, or Calibri; 11-12 point
- Put your name in bold first, by itself
- Use a professional email address that includes your name (jane.doe@gmail.com)
- Organize your resume leading with your most job-related experience and/or education
- Use bullet points for phrases
- Start each phrase with a past-tense action verb
- Use job-related keywords toward the top, close to the left (where the eye scans)
- **Repeat keywords from the job description**
- Focus on accomplishments and measurable results: Dollar amounts, units of production, percentages, benefit to the employer
- If your job title is strange or unfamiliar, list the better known title
- Include recent education; Include HS Diploma if that is highest level; Include B.A. (if major not relevant but leave it off); Include Masters only if relevant to job
- Layout should be pleasing to the eye; keep the ratio of white space to text balanced
- Keep it to 1-2 pages
- Fix typos and grammatical errors: Use spell check, proofread from a hard copy, have others proofread, then proofread again out loud before sending

What to avoid on your resume

- Fancy fonts, colored ink, photos/pictures
- First-person pronouns (I, me, my, myself)
- Parenthesis around phone numbers
- Do not include any details regarding the following protected classes: age, race, gender, religion, national origin, sexual orientation, or disability status
- Abbreviations and acronyms, unless they are commonly recognized
- Paragraphs to describe job duties (use bullets)
- The phrase: Responsibilities included: and a list of everything you did
- Listing job titles that go back more than ten years
- Dates of education unless recent
- Your GPA (unless currently in school or just graduated)
- List of your references-this belongs on a separate page
- The phrase "References available upon request"

Jennifer Crabtree

720-555-1212 ♦ jenn.crabtree@gmail.com ♦ Longmont, CO

Administrative Support Professional

Qualifications

More than 10 years' experience in the insurance industry

- ♦ Demonstrated ability to multi-task, organize, prioritize, and accomplish routine duties and special projects
- ♦ Capable and practiced at working independently under minimal supervision and in a group dynamic
- ♦ Quickly learns new skills and applies them to create maximum results

Competencies

- ♦ Proficient in MS Word, Excel, PowerPoint, Outlook and industry software
- ♦ Keyboarding 50+ words per minute; data entry 8000 kph
- ♦ Basic accounting; Accounts payable / Accounts receivable

Professional Experience

Serial Insurance Inc., Ft. Lupton, CO

2005-2017

Administrative Assistant / Receptionist 2006- 2017

- ♦ Provided comprehensive administrative support for 15 insurance representatives with an account base of approximately 1200 homeowners.
- ♦ Praised by staff and clients for professionally representing the company as the first point of contact; remembered the names of clients after their first visit.
- ♦ Prepared multi-media sales and educational presentations; suggested creative changes to management that were included in presentation materials.
- ♦ Redesigned claim tracking system to help reps retrieve information quickly, reducing client response time from 10 minutes to 30 seconds.

Claims Clerk 2005 – 2006

- ♦ Top producing claims clerk after 6 months on the job. Sought out by peers to assist with most complex claims.
- ♦ Processed premium payments and assisted in resolving customer inquiries regarding insurance coverage.
- ♦ Systemized travel arrangements including air, hotel, and car rental for staff saving the company 10% annually in travel costs.
- ♦ Prepared Fraud Stat Reports to support investigator unit in tracking fraudulent claims.

Education

Administrative Assistant Certificate, Arapahoe Community College, Denver, CO

General Education Coursework, Front Range Community College, Longmont, CO

MARIE CLARK

Greater Denver Metro Area
860-555-5555
mclark@gmail.com

CUSTOMER SERVICE REPRESENTATIVE

Polished, professional customer service representative offering:

- Eight years of experience providing customer support in busy call center environments
 - An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty
 - Strategic relationship-building skills including listening attentively, solving problems creatively, and using tact and diplomacy to find common ground to achieve win-win outcomes
-

EXPERIENCE

Customer Service Representative

ABC Utility Company, Boulder, CO

2010-2017

- Calmed angry callers, repaired trust, located resources for problem resolution and designed best-option solutions. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume)
- Interfaced daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions.
- Managed a high-volume workload including customer inquiries, complaints, and billing questions within a deadline-driven environment.
- Became the lead "go-to" person for particularly challenging calls as one of the company's primary mentors/trainers of both new and established employees.
- Helped company attain the highest customer service ratings as determined by external auditor. Earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
- Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

Customer Service Agent

DEF Insurance Company, Hartford, CT

2006-2010

- Used consultative selling techniques to provide leads for telesales personnel that improved improving lead-generation and sales-tracking techniques and resulted an 8% sales increase.
- Provided quotes and executed online policy changes for auto, home and excess liability.
- Handled incoming calls from policyholders, responded to inquiries, and resolved problems.
- Recognized as "#1 Customer Service Rep" (out of 20 reps in division) in fall 2007. Ranking was based on accuracy, customer service, duration of calls and availability.
- Co-developed on-the-job training program that reduced training time from eight weeks to five.

EDUCATION

Diploma, XYZ High School, Hartford, CT

Sam Weston

Erie, CO

303 993-1234

sam.weston@gmail.com

www.linkedin.com/in/samweston

Seeking a senior project manager position utilizing system planning experience, strong problem solving skills, and the ability to develop effective software solutions

Selected Accomplishments

- Successfully led operations of an information system serving 1200 geographically distributed users with a budget of \$4 million.
- Managed and coordinated a 25-person software development and support team.
- Served as subject matter expert for system's three-tier architecture.
- Currently working towards Project Management Professional (PMP) certification

Technical Skills

Languages: C, C++, ASP.net (C#), SQL, PHP 1, VBScript, JavaScript, XML, HTML

Operating Systems: Windows, Mac OS X

Applications: MS Visual Studio, Crystal Reports, IIS, Photoshop, MS Office

Professional Skills

System Planning

- Estimated project cost of \$150K for taking single customer system to scalable customer system.
- Coordinated 15 people in 6 teams to implement the scalable customer system code.
- Led 3 teams implementing scalable system code for the common code libraries, online file repository and Google powered search.
- Marketed system products and features resulting in first new customer since project inception.
- Produced monthly process for server patch management and system security compliance and reporting.

Problem Solving

- Created a plan to solve operational problems with third party certificate revocation list checking software once technical support was no longer able to help.
- Provided continuity during employee turnover by learning complex system procedures for hybrid Windows/Linux environment.
- Standardized server configurations and processes resulting in a stable environment.
- Created and conducted end user training packages for first time users of the scalable customer system features.

Application Development \ Maintenance

- Oversaw user authentication code overhaul for suite of 30 applications.
- Notified system stakeholders on a weekly basis to inform them of status and impending downtime associated with the software release.
- Created a code library for an online file repository functions for use by other systems resulting in a standardized and more maintainable interface.
- Established guidelines and processes for software configuration management and code release.
- Conceptualized and coded visual validation methods for web forms giving users a client-like feel.

Documentation

- Coordinated the development of the nearly 500 page System Security Authorization Agreement required by federal law for information system existence.
- Directed the creation of a server room procedures and disaster recovery document to mitigate any future problems with employee continuity in that functional area.
- Authored daily morning operations checklist resulting in faster problem identification and minimal end user impact due to overnight issues.
- Authored front-end code sections of online file repository technical specification.
- Generated requirements documents for a dynamic portal content subscriptions and email module, and reported products based on extensive data already resident on the system.
- Reviewed system requirements documents, test plans, and design specifications for completeness and accuracy.

Related Work Experience

New Natural Undersea Center , Long Beach, CA	2008 to 2017
Technical Project Manager	2013 to 2017
Project Lead	2011 to 2013
Programmer	2010 to 2011
Software Intern	2008 to 2010

Additional Work Experience

Boulder Valley School District (BVSD), Boulder, CO
Math Teacher

Education

Bachelor of Science in Computer Engineering, University of Rhode Island, Kingston, RI

Community Involvement

Mentor/Coach , YMCA, Long Beach, CA and Boulder, CO	2010 – Present
Volunteer , Golden State Humane Society, Long Beach, CA	2008 – 2013
Board Member/Student Member , IEEE, University of Rhode Island	2006 - 2008

RACHEL JONES

303-123-4567
rachel.jones@comcast.net

Boulder, CO

International Trade - New Business Manager

A management position in the international trade/new business development field, utilizing effective management, communications, and problem-solving skills

PROFESSIONAL SKILLS

Management

- Managed international conferences from 100 to 1400 attendees in 30 trade shows annually.
- Managed a team for “new process development” and increased the number of new products introduced 20% per year.
- Forecasted to 94% accuracy for a Fortune 500 company with \$110 million in sales.
- Managed a “discontinued product process,” which allowed marketing divisions to delete 144 under-performing products.

Communication

- Trained and motivated four marketing divisions in new product development process.
- Conducted a public relations campaign for an organization, which increased membership in the local chapter by 50%.
- Developed a 60-page training manual for a Fortune 500 company.
- Trained a food broker network of 95 employees, resulting in reduced product waste by 11%.

Problem Solving

- Reduced time to market for new products from 25 weeks to eight weeks using a new procedure.
- Improved basic infrastructure and enhanced employee communications for an entrepreneurial company.
- Doubled label conversion output by instituting new processes.
- Developed procedure to assess problems, which reduced turn-around time for problem solution from five to three weeks.
- Instituted multiple purchases of product labels and saved \$1000 per fiscal period.

PROFESSIONAL WORK EXPERIENCE

Operations/Marketing Logistics Manager , Trade Winds International, Denver, CO	2013-2017
Office Manager , Aspen Realty, Inc., Boulder, CO	2010-2013
Conference Manager , Centennial Conferences, Boulder, CO	2007-2009
Sales and Marketing Program Administrator , Longmont Foods, Longmont, CO	2004-2007

EDUCATION

Bachelor of Science in Marketing; Minor: Communications/Economics, Regis University, Denver, CO
Applied International Marketing Management Certificate, Front Range Community College, Westminster, CO
Certificate, French Language Study, Alliance Francaise, Boulder, CO

JASON ALMAY
Longmont, CO
720-772-1234
jason.almay@gmail.com

OUTSIDE SALES PROFESSIONAL

SALES

- Increased annual sales from \$ 500,000 to \$ 3,500,000 in three years by developing and making presentations to current customers expanding the variety of products supplied.
- Negotiated agreements with customers for better pricing in return for commitments to guaranteed business volume.
- Directed efforts to manufacturing, industrial plants, construction industry, energy companies and municipalities.

BUSINESS DEVELOPMENT

- Generated new business by compiling leads from customer referrals, business publications and newspaper articles, introducing customers to our services and meeting expectations.
- Evaluated top 100 accounts based on sales, organized into classifications and prioritized contacts to increase business with current customers and develop new business.
- Honest and straightforward approach which earned the respect and trust of customers.
- Helped develop the annual introduction of new products into the marketplace.

CUSTOMER SERVICE

- Recognized by company for outstanding customer relations and retention.
- Maintained close relationships with 35 distributors & manufacturers, 15 factory representatives and 200 customers by phone, technology and personal visits.
- Coordinated special purchasing terms to increase profits 15%.
- Participated in the planning of special promotions based on knowledge of customer's upcoming needs and priorities.

WORK EXPERIENCE

Sales Manager , Norgren Supply, Loveland, CO	2015 - 2017
Outside Sales , Tool & Anchor Supply, Greeley, CO	2012 - 2015
Director of Internet Sales , Alain Inc., Denver, CO	2006 - 2009
Manager , Outdoor Power Equipment, Boulder, CO	2004 - 2005

EDUCATION

Bachelor Of Science, Mesa State College, Grand Junction, CO
Certificates: Microsoft 2010 Word, Excel, Outlook, PowerPoint, Access,
Workforce Boulder County, Longmont, CO

Organizing Your Skill Sets to Focus Your Targeted Resume

Resumes targeted to a specific position get attention. Tailor your resume to fit the job and the employer. When you do this your chances of being invited in for an interview are greatly improved. Start by identifying keywords.

Keywords are specific words or phrases that are used in a particular industry. Many companies today are using applicant tracking software, which scans resumes for keywords relating to experience, job titles, skills, training and degrees. The more keywords or "hits" the software finds in the resume, the more likely the document will be selected for further consideration. Keywords can be found in job postings and on company or professional association websites.

Step 1: Study the job description. Highlight keywords that are clear priorities for the employer.

Step 2: Look at the job description again and note the words you highlighted. Ask yourself, "If I had to name the top three things that would make someone in this position WILDLY successful, what would those things be?" These "things" are not so much qualities like dependable or friendly, but rather broad skill sets like customer service, mechanical understanding, food preparation, etc.

Position you want to apply for: _____

To assist you in this process, it may be helpful to use the columns below to group similar skills, then name the skill set.

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

List the top 3 skill sets for this job.

1. _____
2. _____
3. _____