

WORKFORCE BOULDER COUNTY

www.wfbc.org

STANDARD RESUME FORMATS

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).

BASIC STEPS TO CREATE A RESUME

1. Choose a resume format that best shows your strengths for the job.
2. Study the job description you want to apply for and highlight the keywords.
3. Use those keywords and phrases in your resume.
4. Tailor your bullet points specifically to address the skills and abilities required for that job.

Workforce Boulder County
5755 Central Ave., Suite B
Boulder, CO 80301
303-413-7555



Workforce Boulder County
515 Coffman Avenue
Longmont, CO 80501
720-864-6600

CHRONOLOGICAL RESUME OUTLINE

NAME

Email | Area Code Phone Number

OBJECTIVE or SUMMARY

*** Professional Profile, Career Summary or the Job Title can be used for a summary header!

SKILLS/QUALIFICATIONS

- Skill 1
- Skill 2
- Skill 3

WORK EXPERIENCE

JOB TITLE, Company Name, City, ST

2015 - 2019

- Job accomplishment starting with past-tense 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, ST

2014 - 2015

- Job accomplishment starting with past-tense 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, ST

Certificate or Degree, Name of School, City, ST

FUNCTIONAL RESUME OUTLINE

NAME
City, State
Phone Number • Email

OBJECTIVE or SUMMARY

*** Professional Profile, Career Summary or the Job Title can be used for a header! ***

PROFESSIONAL SKILLS

MOST IMPORTANT SKILL SET

- Job accomplishment starting with action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Bullet Point 2
- Bullet Point 3

SECOND MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

THIRD MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

WORK EXPERIENCE

JOB TITLE, Company Name, City, ST	2014-2019
JOB TITLE, Company Name, City, ST	2012-2014
JOB TITLE, Company Name, City, ST	2009-2012

EDUCATION/TRAINING

Certificate or Degree, Name of School, City, ST
Certificate or Degree, Name of School, City, ST

COMBINATION RESUME OUTLINE #1

NAME

City, ST • Phone Number • Email

OBJECTIVE or SUMMARY

*** Professional Profile, Career Summary or the Job Title can be used for a header! ***

SKILLS/QUALIFICATIONS

FIRST MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

SECOND MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

EXPERIENCE

JOB TITLE, Company Name, City, ST

2015-2019

- Job accomplishment starting with past -tense action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

JOB TITLE, Company Name, City, ST

2011-2015

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

EDUCATION/TRAINING

Certificate or Degree, Name of School, City, ST

COMMUNITY INVOLVEMENT

- Volunteer Title, Organization Name, City ST Dates optional
- Member, Organization Name, City, ST Dates optional

COMBINATION RESUME OUTLINE #2

NAME

Email | Area Code Phone Number
City, ST

OBJECTIVE or SUMMARY

*** Professional Profile, Career Summary or the Job Title can be used for a header! ***

SKILLS/QUALIFICATIONS

FIRST MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

SECOND MOST IMPORTANT SKILL SET

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

RELATED EXPERIENCE

JOB TITLE, Company Name, City, ST

2013 - 2015

- Job accomplishment starting with past-tense action verbs, including details such as numbers, amounts, timelines met and other results. **Show how it benefited the employer.**
- Bullet Point 2
- Bullet Point 3

ADDITIONAL EXPERIENCE

JOB TITLE, Company Name, City, ST

2015-2018

- Bullet Point 1
- Bullet Point 2
- Bullet Point 3

EDUCATION/TRAINING

Certificate or Degree, Name of School, City, ST

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"

Chronological Resume Example

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

2012-2019

- 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

2007-2012

- 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

Functional Resume Example

Sam Weston

Erie, CO

303 993-1234

sam.weston@gmail.com

www.linkedin.com/in/samweston

Summary

- 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 2012 to 2019
Technical Project Manager/Project Lead/Programmer/Software Intern

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 2012 to Present
Volunteer, Golden State Humane Society, Long Beach, CA 2010 to 2015
Board Member/Student Member, IEEE, University of Rhode Island 2008 to 2010

Combination Resume Example I

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

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 4 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, reducing product waste by 11%.

Problem Solving

- Reduced time to market for new products from 25 weeks to 8 weeks using a new procedure.
- Improved basic infrastructure and enhanced employee communications for an entrepreneurial company.
- 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.

RELATED EXPERIENCE

Operations/Marketing Logistics Manager, Trade Winds International, Denver, CO

- Developed product-marketing strategies and coordinated 5 annual advertising campaigns.
- Directed departmental sales and distribution of products to local and international markets.
- Oversaw company's marketing budget of \$100,000.

Conference Manager, Centennial Conferences, Boulder, CO

- Coordinated services for events ranging from 50-250 including accommodations, catering, and advertising.
- Negotiated contracts with various service providers and suppliers
- Designed and distributed event marketing materials.

Office Manager, Aspen Realty, Inc., Boulder, CO

- Managed daily operations and procedures for office of 25-30 employees
- Communicated with customers, employees, vendors and contractors
- Researched and disseminated information and negotiated services and orders
- Resolved internal disputes and addressed issues that arose

ADDITIONAL EXPERIENCE

Sales/Marketing Program Administrator, Longmont Foods, Longmont, CO 2014-2018

- Created brand awareness and increased product sales through product demonstrations and distribution of samples
- Cultivated and maintained relationships with local merchandising partners

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 Française, Boulder, CO

Combination Resume Example II

JASON ALMAY

Longmont, CO

720.772.1234

jason.almay@gmail.com

OUTSIDE SALES PROFESSIONAL

Proven success in Outside Sales throughout the Front Range. Over 10 years of experience developing and maintain long-term customer relationships. Ability to increase volume and generate leads. Capable of mastering a complex catalogue of products.

SALES

- Increased annual sales from \$ 500,000 to \$ 3,500,000 in three years through upselling current customers and 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

Assistant Manager, Norgren Supply, Loveland, CO

2016 - 2018

- Increased sales revenue 23% within the first quarter
- Developed a training manual for new employee orientation
- Trained new hires in product demonstration and assembly

Outside Sales, Tool & Anchor Supply, Greeley, CO

2013 – 2016

- Submitted customer concerns to online sales department
- Crafted survey to identify vendor concerns during merge

Creative Manager, Alain Inc., Denver, CO 2007 – 2010

- Partnered with marketing department to improve end user experience
- Increased web traffic by 8-10% each month for 8 consecutive months

Manager, Outdoor Power Equipment, Boulder, CO 2005 – 2006

- Supervised a team of 12 working on 3-5 remotes sites
- Handled all large vendor accounts

EDUCATION

Bachelor of Science, Mesa State College, Grand Junction, CO

Certificates: Microsoft 2010 Word, Excel, Outlook, PowerPoint, Access,
Workforce Boulder County, Longmont, CO