



# RÉSUMÉ

# SAMPLES

BASIC RÉSUMÉ

BASIC RÉSUMÉ WITH SUMMARY

CHRONOLOGICAL RÉSUMÉ

COMBINATION RÉSUMÉ

FUNCTIONAL RÉSUMÉ

SAMPLE  
BASIC RÉSUMÉ

**Jamie Garza**

2101 Main Street  
Lawrence, MA 01843  
978.722.1234  
jamiegarza@yahoo.com

**Skills**

Assist Patients  
Kind and Caring  
Deliver Medication  
Prepare/Serve Food

Feed, Bathe, Dress Patients  
Move Patients Safely  
Record Vital Signs  
Clean Examination Rooms

Change Linens  
Complete Reports  
Collect Specimens  
Basic Supervision

**Work Experience**

**Certified Nurse Aide (CNA)** 2000 – 2009  
ABC Nursing Home, Medford, MA

**Cleaning Assistant** 1992 – 1998  
Brown House for Seniors, Chicago, IL

**Education and Training**

Nurse Aide Certification - CNA, American Red Cross  
Lawrence, MA

High School Diploma, Lawrence High School,  
Lawrence, MA

SAMPLE  
BASIC RÉSUMÉ  
(First Job No Work Experience)

**Fredrick “Freddy” Brown**

111 Main Street  
Lawrence, MA 01843  
978.722.1234  
freddybrown@yahoo.com

**Skills**

Follows Safety Standards	Woodworking	Math Skills
Maintains Clean Worksite	Customer Relations	Good Communicator
Painting	Material Handling	Cost Control
Tile Setting	Solving Problems	Basic Supervision
Using Power Tools	Landscaping	Snow Removal

**Computer Skills**

Proficient with Microsoft Word, Excel, and PowerPoint, Internet, Email, and Scheduler®

**Education**

High School Diploma, Lawrence High School, Lawrence, MA 2007 graduate

**Experience**

**Carpenter in Training** 2006 – 2009  
Worked one weekend a month with a Master Carpenter - John Smith  
Performing all assigned work and cleaning worksites. Lawrence, MA

**In-School Construction & Woodwork Classes** 2008 – 2009  
Lawrence High School, Building & Shop Program  
Internship with CCC Construction Co., Haverhill, MA

**Laborer** (after school & weekends) 2006 – 2007  
Framing, painting, setting tile and cleaning work areas; worked  
with Sam Brown (Uncle), who was building a new home. Lawrence, MA

**Achievements**

Habitat Young Builder's - Building Team: 2007, 2008, 2009; Team Captain - 2009

SAMPLE  
BASIC RÉSUMÉ WITH SUMMARY

**Ruth Smith**

100 East 22<sup>nd</sup> Street  
Chicago, IL 60616  
Home 312-555-0000  
rsmith@pretend-email.com

**Summary**

- Identify growth opportunities and profitability margins
- Oversee team of 10 sales representatives
- Conduct presentations to upper level management regarding various marketing opportunities and new product development
- Named "Sales Manager of the Year" in 1999 for generating the highest amount of new business increasing total revenue by 15%

**Skills**

Sales Development  
Hired & Trained New Staff  
Performance Management

Recruiting  
Management  
Marketing

Developed Training Programs  
Customer Relations  
New Product Development

**Work Experience**

<b>Regional Sales Manager</b> Best Brand Foods, Chicago, IL	1998 – Present
<b>Accounts Manager</b> Preferred Paper Products, Chicago, IL	1992 – 1998
<b>Sales Manager - Home Fashions</b> Bachman's, Atlanta, GA	1987 – 1990

**Education**

**Bachelor of Arts Degree – General Studies**  
Georgia Tech, Atlanta, GA

SAMPLE  
CHRONOLOGICAL RÉSUMÉ

**Ruth Smith**

100 East 22<sup>nd</sup> Street  
Chicago, IL 60616  
Home 312-555-0000  
rsmith@pretend-email.com

**Work Experience**

**Regional Sales Manager** 1998 – 2008  
Best Brand Foods, Chicago, IL

- Developed “Sales Tool Kit” for marketing team and continued to teach quarterly workshops for all new associates
- Identified growth opportunities and profitability margins
- Oversaw team of 10 sales representatives
- Conducted presentations to upper level management regarding various marketing opportunities and new product development
- Named “Sales Manager of the Year” in 1999 for generating the highest amount of new business that increased revenue by 15%

**Accounts Manager** 1992 – 1998  
Preferred Paper Products, Chicago, IL

- Established account relations and demonstrated exceptional business development success
- Achieved highest sales record of the company, selling product to 250 retail accounts
- Built long term, successful customer relationships
- Implemented four major training programs within several company departments

**Sales Manager, Home Fashions** 1987 – 1990  
Bachman’s, Atlanta, GA

- Managed the daily activities of a multi-million dollar home fashions business
- Increased sales by 45 percent for three consecutive quarters
- Designed training needs assessments and training material
- Recruited, selected and retained 15 dependable customer-focused sales associates

**Education**

**Bachelor of Arts Degree – General Studies**  
Georgia Tech, Atlanta, GA

SAMPLE CHRONOLOGICAL RÉSUMÉ  
With Summary & Accomplishment Statements

**Alvin Gomez**

980 Swanson St  
Lawrence, MA 12345

978-555-5555  
agomez@emailaddress.net

**Summary**

Experienced and creative marketing professional with extensive knowledge of corporate communication protocol; possess a unique sense of innovation and resourcefulness with proven expertise in devising original solutions to complex problems. Excellent research and analytical skills, investigates alternatives, thoroughly focusing on all relevant details. Strong sales, marketing and customer service orientation. Work effectively with employees at all levels; excellent retention of information, known for a strong work ethic, hardworking, and dependable.

**Professional Experience**

**Group Production Manager**

Galway Studio, Boston, MA

2000 - 2009

World's largest production studio in terms of equipment and employees

- Contributed significantly to account base through aggressive sales and marketing techniques; contacts developed through prior ownership of production art studio resulting in exceeding revenue expectations by 33%
- Prepared cost and time estimates on a timely basis
- Interacted with clients in concept development and throughout various production phases, delivered top quality products and improved client satisfaction ratings
- Oversaw project operations from start to finish ensuring adherence to deadlines
- Worked with production and design staff in an extremely fast-paced environment to produce comps, layouts and camera-ready art, resulting in quality products & cost reductions

**Owner and President**

Gomez Graphics, LTD, Lawrence, MA

1990 - 2000

Local production studio specializing in niche art production

- Initiated the start-up of an art production studio for advertising, developing it into a business clearing an average of \$200,000 annually through strong abilities in sales and client service
- Located a facility, negotiated a lease space, researched and purchased equipment, hired and trained support staff of one to five
- Interacted with clients to devise optimal design and production solutions ensuring jobs were executed on budget and on schedule

**Education**

Completed two years of fine arts education, Concord College, Concord, CT  
High School Diploma, Durham High School, Durham, CT

SAMPLE  
TWO PAGE COMBINATION RÉSUMÉ

**Louise Johnson**

101 North Main Street  
Methuen, MA 12345  
978-555-5555  
ljohnson@emailaddress.com

An administrator with an established record of increasingly responsible decision making in all phases of office and personnel management. Highly skilled in the development and implementation of operational strategies that promote sound business practices. One strategy resulted in a 10% cost of labor over prior year while improving service to four major accounts in 2009.

**Areas of Expertise**

Office Management  
Budget Administration

Customer Service  
Staff Recruitment

Training and Development  
Bookkeeping/Billing

**Qualification Highlights**

- Outstanding ability to work with community, governmental and professional groups
- Effective in budgeting and long-range planning
- Proficient in prioritizing, delegating and motivating
- Extensive experience in developing programs from concept to ongoing operation
- Exceptional skill in personnel supervision and training program coordination

**Relevant Experience and Skills**

**Management and Administration**

- Supervised the daily operation of 23-person agency including office administration, staffing, training, general accounting and client contracts, to ensure weekly goals were met
- Designed and implemented Database program to assist in tracking clients of home delivered services, to ensure client satisfaction and on-time daily product delivery
- Prepared and administrated \$500,000 annual operating budget maintaining all budget targets
- Analyzed statistical data and compiled weekly, monthly and annual projection reports, used data to improve organizational performance and lower costs
- Performed bookkeeping functions: Accounts Payable/Receivable, Bank Reconciliation, Sales Tax Payments, Customer Billing/Invoicing

**Organizing and Coordinating**

- Initiated itemized bidding specification process; evaluated bids and presented recommendations and lowered overall costs 5%
- Conducted feasibility study to centralize operations resulting in projected savings of \$20,000 annually
- Coordinated and developed in-service staff training programs saving 2% while improving customer service

**Marketing and Public Relations**

- Conducted high-energy cold calling campaign, opening new sales territory for a start-up business, increased new accounts 7% in the first 30 days
- Developed ideas for creating new business, prioritized work projects and implemented follow-up procedures resulting in more efficient and profitable work flow

SAMPLE  
TWO PAGE COMBINATION RÉSUMÉ (page 2)

Louise Johnson

ljohnson@emailaddress.com

978-555-5555

page 2

**Employment History**

**Office Manager/Sales Representative**

Starr Graphics, Inc., Lawrence, MA

2000 - 2009

**Project Director**

Essex County Office for Aging, Wilmington, MA

1995 - 2000

**Manager and Public Relations Coordinator**

McDonald's Restaurant, Andover, MA

1990 - 1995

**Education/Career Development**

Bachelor of Science, Business Administration, University of Tulsa, Tulsa, OK  
Various Management and Supervisory Training Seminars

**Community Activities**

Past President, Massachusetts Association on Aging  
Past Vice-President, Essex County Board of Education

SAMPLE  
TWO PAGE COMBINATION RÉSUMÉ

**Rachel Mathers**

100 East 22<sup>nd</sup> Street  
Chicago, IL 60616  
312-555-0000  
rmathers@pretend-email.com

**Qualifications**

- Experience in brand development practices for high-profile international brands
- Solid strategic planning abilities and a track record of securing market share in new markets
- Demonstrate record of increasing sales by up to 60%

**Employment History**

**Director of Global Marketing** 1999 – 2009  
Advantage Corporation, Chicago, IL

**Brand Development**

- Oversaw \$500M international marketing program for appeal marketer; global sales grew \$75M within one year, increased number of countries selling company's product by 18
- Launched multi-million dollar marketing campaign for new apparel brand, generating \$60M in sales within three months
- Devised advertising plan that built company's brand awareness, and increased company's domestic market share by 50% within a year

**Strategic Planning**

- Created growth plan to increase revenues and markets; accounted for increased distribution and production costs; plan has helped increase sales 120% since its implementation
- Created strategy and successfully launched test brand, new business forecasted to earn \$250,000 in two test stores; test brand was successfully rolled out to 430 stores; forecasted to produce over \$35 million in sales the first year

**Director of Sales & Marketing** 1996 – 1999  
Capstone, Inc., Chicago, IL

**Brand Development**

- Implemented \$100M advertising and promotion programs for household products manufacturer; sales grew 25% within a year
- Oversaw development of company's first-ever website in 1997; ensured that site addressed both end user-retailer needs and company objectives

**Sales**

- Created sales incentive plan for 12-person national sales staff, growth exceeded plan and grew the number of retail accounts 16% percent within a year
- Increased sales revenue 12%, met plan; received a Recognition Award from an International Source Committee for a 10% increase in import business

SAMPLE  
TWO PAGE COMBINATION RÉSUMÉ (page 2)

**Rachel Mathers**  
100 East 22<sup>nd</sup> Street  
Chicago, IL 60616  
312-555-000  
rmathers@pretend-email.com

page 2

**Employment History** (continued)

**Marketing Manager**

Tompkins Consulting, Chicago, IL

1993 – 1996

**Brand Development**

- Oversaw \$15M business-to-business advertising and marketing program for accounting and consulting firm; grew revenue 18% and number of clients increased 14% in first year, sustained year on year growth
- Devised advertising plan, built brand awareness and increased new item domestic market share by 30% within a four month period

**Strategic Planning**

- Created long-range marketing that detailed company's steps to begin marketing to core audience via mainstream media advertising, sponsorships and other appropriate consumer-audience vehicles
- Created growth plan to increase revenues and markets; increased revenue 62%

**Accounting Supervisor**

Hilary Mack & Partners, Chicago, IL

1990 – 1993

**Brand Development**

- Oversaw numerous consumer-product accounts for advertising agency; accounts totaled \$160M
- Created corporate marketing department, managed all aspects of corporate branding
- Participated in creation of "pitch" strategies for new business opportunities; between 1990 and 1993; agency secured eight new clients totaling \$200M in billings

**Education**

**Master's of Business Administration Degree**

University of California at Los Angeles

**Bachelor of Arts in International Studies Degree**

University of Colorado at Boulder

**Awards & Publications**

1987/88 Beatrix Wright Award for Academic Excellence

"Thriving in a Global Economy", published in *The CBIZ Journal* 1986

Member, Delta Phi Theta, National Society of Foreign Studies

**Keywords:** Advertising, branding, distribution, financial reports, international sales, management, market research, sales forecasting, staff planning, consumer product account (CPA) management, business development, business to business (B2B) sales, brand development, strategic planning, sales, P & L, marketing management

SAMPLE  
FUNCTIONAL RÉSUMÉ

**SARA SUPERSTEIN**

123 Michigan Avenue  
Chicago, IL 60610  
312-555-0000  
ssuperstein@pretend-email.com

**SUMMARY & QUALIFICATIONS**

- Developed comprehensive understanding of call center operations, specialized call routing, automated scheduling and service level standards.
- Led an annual four-hour training module for over 100 associates on “How to Communicate with Irate Callers”
- Ability to work in a fast-paced team environment as well as focus on individual projects with set deadlines
- Computer literate in Microsoft Office Applications

**RELEVANT SKILLS**

**Customer Relations**

- Implemented a quick response program, which increased customer satisfaction by 50% for three consecutive quarters
- Responded to over 200 phone and email requests on a daily basis with 95% accuracy
- Promoted to “team leader” after eight months

**Training and Development**

- Implemented a workflow management program to accurately track the completion of team projects
- Managed quarterly Customer Satisfaction Survey to obtain feedback from over 5,000 customers
- Led a team of four associates to develop and implement an employee motivation program for our department

**Management**

- Developed and implemented a budget process to reduce overtime and key expense lines improving employee spirits and increased bottom line profits 2%
- Executed a new employee bonus system and workflow process which ensured customer services, increased sales and reduced turnover

**EDUCATION**

**Associate Degree in Human Relations**  
New City College, Chicago, IL

SAMPLE COMBINATION RÉSUMÉ  
(Military Experience)

**John G. Smith**

100 East Green Street, Boston, MA 02015    617.555.0000    johngsmith@pretend-email.com

Experienced multi-disciplined manager and leader with proven success in diverse operational environments, both domestic and international. Expertise in training, contracting, logistics, program and project management, safety and security. Known as a problem solver who is skilled at implementing viable solutions to satisfy internal and external customers in \$100,000 or \$20 million plus situations.

**Relevant Experience and Skills**

**Directed** total operations of a \$20 million training complex, with eight acres of grounds and a \$200K budget for a government defense organization. Supervised a team of 51 training instructors, three administrative assistants, and a medical technician. Managed all facets of personnel supervision, resources, operational training, security, and safety. Coordinated the training 6,500 employees annually. Facilitated preparation of future organizational leaders. Achieved #1 ranking out of seven divisions for outstanding performance.

**Led** an organization providing training support, managed a robust customer service desk providing 24 hour logistical and transportation support. Drafted and edited a comprehensive presentation on student in-processing and out-processing. Personally conducted 150 training classes to over 7000 students on multiple topics; upgraded customer service response time by 60% despite mandated personnel reductions. Achieved 90% customer satisfaction, and reduced the number of student complaints by 27%.

**Resurrected** faltering safety program; developed and implemented safety programs and procedures to ensure compliance with company and regulatory agency guidance. Identified weak areas and implemented practical fixes. Authored checklist for self assessment and facility safety inspections. Incorporated state-of-the-art software to help manage and track injuries, statistics and trends. Injury rates fell by 22%. Reduced amount of administrative paperwork by 37% and reduced total reporting process by three days.

**Planned** and directed multi-year major construction project. Achieved significant cost and payroll savings while managing annual operating budgets exceeding \$35 million; delivered construction project on time and 0.01% under budget.

**Designed** and conducted complex logistical preparation for travel and meetings in three international locations for the senior executives and dignitary. Coordinated activities with multiple U.S. and international government officials, dignitaries and support agencies. Negotiated all airport and logistical requirements and scheduled around-the-clock security. Key decision maker regarding site location, safety, security, and media access to the political leaders. Negotiated with local hotels to provide transportation, food and lodging for 200 staff and support team. All planned travel and events were executed flawlessly with no security or safety incidents.

**PROFESSIONAL EXPERIENCE**

UNITED STATES ARMY, US Army Officer

1987 - Present

**EDUCATION / TRAINING**

Graduate - U.S. Army Command & General Staff College

Master of Business Administration - Babson College

Bachelor of Business Administration - Georgia State University

**ADDITIONAL VALUE**

Top Secret U.S. Government Security Clearance; Certified Contracting Officer and Senior Logistician