



Lawrence Location:

Heritage Place
439 South Union Street
Bldg. 2, Suite 106
Lawrence, MA 01843
(978) 722-7000

Haverhill Location:

Northern Essex Community College
Student Center 1st FL Room # SC 118
100 Elliott Street
Haverhill, MA 01830
(978) 241-4730

RÉSUMÉ

SAMPLES

ValleyWorks Career Center Recommends You Update Your Résumé
Quarterly/Every 3 Months

What is a résumé?

Your résumé is your primary marketing tool. The purpose of a résumé is to get an interview. Employers request résumés as a structured method to prescreen job candidates for the required skills, experience and abilities needed for a specific job opening or a specific future opening.

An effective résumé focuses on the wants and needs of the employer. The goal of your résumé is to tell the employer how your experience, knowledge, abilities, and skills meet the specific needs of the job opening.

Do I really need a résumé?

The answer is simple – YES! If you do not have a résumé, you may not get an interview. Without a résumé, the employers at a Job Fair or other recruitment event may not be willing to speak with you about your skills and work experience.

Your résumé will compete with other résumés. In round one of the screening process, employers or applicant tracking systems scan your résumé and compare your qualifications with the qualifications for the job opening. To compete for an interview, your résumé needs to include, at a minimum, your skills, past work history, and your education.

For an interview in a highly competitive industry or higher-level position, your résumé will need to focus on your accomplishments, highlight your strengths, include a format appropriate for the position and a summary of your market value, a headline, and summary emphasize what you can do for the employer.

Are you sending a résumé to employers and not getting interviews? Look carefully at your résumé. If you do not get the interview, your résumé is not doing its job.

What type of résumé do you need?

The answer to that question depends on the type of work you are seeking. Everyone needs a basic résumé that includes current skills, past work history, and your education. If you do not have a résumé, start with a basic résumé, then ask your Employment Advisor, Career Service Advisor or a Customer Service Representative for a recommendation on a résumé workshop to attend to meet your needs.

If you need help with your résumé, attend a workshop. Our workshops, and/or premium services, can help you update a résumé to address your specific needs and challenging circumstances. We can advise you on matters such as limited work experience, changing careers, Veterans – converting military experience into civilian terms, ex-offenders, too many jobs, gaps in employment history, contract or short-term assignments, returning to the workforce after raising a family, other unique situations, or presenting your skills to find a new second career after retirement or job loss.

Résumé Tips

- Include your name, address, phone number, & email address on your résumé and LinkedIn personal URL
- Make sure your résumé is error free – no typographical, spelling or grammatical errors
- List your skills, qualifications, and accomplishments in a primary position on your résumé
- Target your résumé to the position by including all skills and qualifications that are relevant to the position
- Select an appropriate format that includes a clean, professional appearance, and an easy to read font
- Make sure your résumé is brief, well organized, and focused on the position for which you are applying
- Include appropriate and relevant keywords in your résumé
- Avoid including a date; you should put a date on your cover letter, not your résumé
- Avoid personal pronouns such as “I” in your résumé
- Avoid abbreviations and jargon in the body of your résumé
- Avoid including availability (Wait until the interview or job offer to discuss this point)
- Avoid including personal information such as height, weight, social security number, driver’s license number, race, religion, marital status, political affiliation, unrelated or not position relevant information
- Avoid including miscellaneous details such as salary requirements, salary desired, supervisor’s name and title, marital status, or number of children

TIP: Attend Résumé Workshop or Résumé Critique to learn more about electronic résumés.

Résumé Samples

Basic Résumé

Chronological Résumé

Combination Résumé

Functional Résumé

SAMPLE BASIC RÉSUMÉ

Jamie Garza

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

Skills

Feed, Bathe, Dress Patients
Care for Patients' Needs
Complete Reports
Record Vital Signs
Prepare and Serve Food

Change Linens
Move Patients Safely
Deliver Medication
Collect Specimens
Clean Examination Rooms

Work Experience

Certified Nurse Aide (CNA) 2011 – 2015
ABC Nursing Home, Medford, MA

Cleaning Assistant 2008 – 2011
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

411 Main Street
Lawrence, MA 01843
978.722.4321
freddybrown@yahoo.com

General Skills

Follows Safety Standards
Maintains Clean Worksite
Solves Problems
Uses Power Tools Safely
Estimates Projects Quickly

Performs Math Calculations
Controls Cost
Orders Supplies Effectively
Listens Actively
Supervises Self and Others

Computer Skills

Proficient in Microsoft Word, Excel, PowerPoint, Scheduler®
Skilled using the Internet for basic research and gathering information

Construction Skills

Painting
Landscaping
General Maintenance and Repair

Tile Setting
Woodworking
Snow Removal

Experience

Carpenter in Training 2014 – 2015
Worked one weekend a month with a Master Carpenter - John Smith, Lawrence, MA
Performed all assigned work and cleaned worksites

In-School Construction & Woodworking Classes 2012 – 2013
Lawrence High School, Building & Shop Program, Lawrence, MA
Internship with CCC Construction Co., Haverhill, MA

Laborer part-time after school & weekends 2011 – 2012
New home construction project with Sam Brown, Home Builder, Lawrence, MA
Framed, painted and cleaned work areas

Education

High School Diploma, Lawrence High School, Lawrence, MA

Achievements

Habitat for Humanity, Lawrence, MA
Habitat Young Builder’s - Building Team, 2010, 2011, 2012; Team Captain - 2013

SAMPLE SIMPLE CHRONOLOGICAL RÉSUMÉ

Ruth Smith
100 East 22nd Street
Chicago, IL 60616
312-555-0000
rsmith@email.com

Work Experience

Regional Sales Manager

2008 – 2015

Green Brand Foods, Chicago, IL

- Developed “Sales Tool Kit” for marketing team to teach all new associates best practices to grow sales
- Identified growth opportunities to increase profit margins and grow customer base
- Oversaw team of 11 sales representatives, successful in meeting individual goals and overall company goals
- Conducted presentations for upper level management regarding various marketing opportunities and new product development
- Named “Sales Manager of the Year” for generating the highest amount of new business and increased overall revenue by 15%

Accounts Manager

2002 - 2008

Preferred Paper Products, Chicago, IL

- Established account relations and demonstrated exceptional business development success year after year
- Achieved highest sales record of the company, selling product to 250 retail accounts
- Built long term, successful customer relationships with an average of 15 years tenure
- Implemented four major training programs within several company departments

Sales Manager, Home Fashions

1998 – 2002

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 BASIC RÉSUMÉ WITH SUMMARY

Phyllis Orlando

100 West Street
Chicago, IL 60616

312-555-0000
www.linkedin.com/in/phyllisorlando

Summary

- Identified growth opportunities and profitability margins
- Oversaw team of 10 sales representatives, identified growth opportunities and improved profitability
- Conducted presentations to upper level management regarding various marketing opportunities and new product development to ensure support for quality sales programs
- Named “Sales Manager of the Year” for generating the highest amount of new business increasing total revenue by 15%

Skills

Sales Development
Developed Training Programs
Created Positive Customer Interactions
Marketed New and Existing Products

Recruited New Staff
Hired, Trained and Managed Staff
Managed Performance
Directed New Product Development

Work Experience

Regional Sales Manager 2001– Present
Best Brand Foods, Chicago, IL

Accounts Manager 1998 – 2001
Preferred Paper Products, Chicago, IL

Sales Manager - Home Fashions 1995 – 1998
Bachman’s, Atlanta, GA

Education

BA Business Management, Boston University, Boston, MA

SAMPLE CHRONOLOGICAL RÉSUMÉ

with Summary & Accomplishment Statements

Alvin Gomez

980 Swanson Street
Lawrence, MA 12345
agomez@emailaddress.net

Skype: alvingomez
978-555-5555
www.linkedin.com/in/alvingomez

Creative Marketing Professional

Experienced and creative marketing professional with extensive knowledge of corporate communication protocol; possesses 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. Works effectively with employees at all levels; excellent retention of information, known for a strong work ethic, being a hard worker, and dependable.

Professional Experience

Group Production Manager

Galway Studio, Boston, MA

2005 - 2015

World's largest art 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 - 2004

Local art 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 profit 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
www.linkedin.com/in/administratorjohnson

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 2011.

Areas of Expertise

Office Management
Budget Administration

Customer Service
Staff Recruitment

Training and Development
Marketing/Public Relations

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 timely: Accounts Payable, Accounts Receivable, Bank Reconciliation, Vendor Payment Reconciliation, Sales Tax Reporting, Customer Invoicing

Organizing and Coordinating

- Initiated itemized bidding specification process, evaluated bids, presented recommendations, and lowered overall by 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% in account servicing time while improving customer service

Marketing and Public Relations

- Conducted high-energy cold calling campaign, opened 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

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Employment History

Office Manager Sales Representative Starr Graphics, Inc., Lawrence, MA	2013 - 2015
Project Coordinator Various locations Manpower	2008 - 2012
Project Manager Allstar Productions, Haverhill, MA	2006 – 2007
Project Director Essex County Office for Aging, Wilmington, MA	1995 - 2005
Manager and Public Relations Coordinator McDonald's Restaurant, Andover, MA	1990 - 1995

Education-Career Development

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

Community Activities

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

SAMPLE TWO PAGE COMBINATION RÉSUMÉ

Rachel Mathers

55 Maple Ave
Skype: rmathers
Lawrence, MA 01843
rmathers@email.com
978-555-0000
www.linkedin.com/in/rachelmathers

Branding – Strategizing – Marketing

Experience in brand development practices for high-profile international brands

Solid strategic planning abilities and a record of accomplishment of securing market share in new markets

Demonstrated record of increasing sales by up to 60%

Employment History

Director of Global Marketing

2010 - 2015

Advantage Corporation, Salem, NH

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 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

2006 - 2010

Capstone, Inc., Haverhill, MA

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

978-555-000

rmathers@email.com

page 2

Employment History (continued)

Marketing Manager

2000 - 2005

Tompkins Consulting, Chicago, IL

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

1995 - 2000

Hilary Mack & Partners, Chicago, IL

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

Masters of Business Administration Degree, University of California at Los Angeles

Bachelor of Arts in International Studies Degree, University of Colorado at Boulder

Awards & Publications

Beatrix Wright Award for Academic Excellence

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

Member, Delta Phi Theta, National Society of Foreign Studies, New York, NY

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@email.com
www.linkedin.com/in/ssuperstein

TRAINING SPECIALIST

SUMMARY and QUALIFICATIONS

- Developed comprehensive understanding of call center operations, specialized call routing, automated scheduling and service level standards.
- Led an annual four-hour training session 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
- Microsoft Certified 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
johnsmith@email.com

617.555.0000
www.linkedin.com/in/johnsmith

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, providing safety and security for a significant customer base. Known as a problem solver keenly skilled at implementing viable solutions to satisfy internal and external customers. Handled budgets ranging from \$100,000 to more than \$20 million.

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 top 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 dignitaries. Coordinated activities with multiple U.S. and international government officials, 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 for 30 meetings per year; 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

2000 - Present

EDUCATION / TRAINING

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

Master of Business Administration, Babson College, Waltham, MA

Bachelor of Business Administration, Georgia State University, Atlanta, GA

ADDITIONAL VALUE

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