

First Name, Middle Initial, Last Name (16 pt. font, bold & underlined)

City, State (10-12 pt. font)

List your phone number

List your professional email address

LinkedIn URL (if you have one)

Skills/Competencies

Use at least 6 bullets to communicate key skills and competencies from your experience, relating to the job for which you apply (example on next page. Bullets at top are from the Insert Symbol tab).

Summary of Qualifications (all headings 12 pt font bold & underlined)

- This section is used to highlight your top skills, education, and experience (10-12 pt. font)
- Make sure each bullet is related to the qualifications listed in the job posting
- Do not use I, me, or my – use third person language and pay attention to keywords in posting
- Tell the reader exactly how you meet the qualifications, don't beat around the bush
- Be specific and use #'s and %'s to showcase the results of your skills

Work Experience

Job title (bolded & italicized), Name of Company

City, State – **Month/year started to month/year ended or Current if still working there (Right Aligned)**

- Use 1 to two bullets to describe your job objectives (what you did) and make it easy to understand (don't use abbreviations or industry jargon)
- Use 2 to 3 more bullets to highlight your accomplishments and results in the job
- Example: Utilized Microsoft Word to create a brochure creating a 25% increase in traffic in the Career Center
- Example: Managed the workflow of 5 employees, leading to increased efficiency in overall patient scheduling procedures
- Example: Received "Employee of the Month" in March, May, and August

Repeat the above format for each job you had, related to the position you're applying for. If you have no work experience, use volunteer experience, class project experience, or any other experience you may have done "working" for family or friends that may showcase your abilities.

If you have a lot of work history and only some of it relates to the job you want, separate your work experience into "Related Work Experience" and "Other Work Experience" sections. In the "Other" section, you don't need to give details other than job title, company name, location, and dates. **To ensure you get the most use of space, change margins to "narrow" & paragraph line spacing to single, checking box that says "don't add space between paragraphs of the same style".**

Education (List above work experience if you have no relevant work experience to jobs applying for)

Name of degree received or degree in pursuit, grad date (if within last 10 years) or expected grad date

Name of College, City and State

- Use one or two bullets to list academic accomplishments such as high GPA, scholarships awarded and clubs you're involved with and how you contributed to those clubs (ONLY IF RECENT/CURRENT)

Volunteer Experience/Extracurricular Activities

Title of volunteer job, name of organization

City, State – Dates

- List 1 or 2 bullets explaining what you did or results you achieved in this role
- HR people see volunteer experience just as valuable as work experience so list it!

**Only list extracurricular activities if they showcase skills or are related to the job you want
And that's it! Your resume can be 2 pages as long as the info relates to the job you want.**

Pat M. Garcia

Glendale, Arizona

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SKILLS/COMPETENCIES

- Employee training
- Sales & Quotas
- Company budgeting
- Resolving customer complaints
- Maintaining compliance
- Call-center customer service
- Microsoft Office
- HR policies
- CRM software

SUMMARY OF QUALIFICATIONS

- 5 years' experience in training, motivating and evaluating 50+ employees. Successful background in working with customers to resolve issues and retain accounts
- Accurately monitor budgets of over \$50,000; handle confidential information; prepare presentations using PowerPoint and Prezi; and work with internal and external customers and vendors to negotiate contracts
- Customer service and sales experience includes ability to work with people from diverse cultural and socioeconomic backgrounds
- Recognized sales leader (Sales of the Month Award) with ability to exceed sales goals
- Adept in using Microsoft Office products including Word, Excel, PowerPoint as well as using customized software for bookkeeping, human resources and customer databases

WORK EXPERIENCE

Executive Assistant, ABC Corporation

April 2008 to Current

Gilbert, Arizona

- Ensure compliance of local, state and federal regulations and laws governing business operations, procedures and guidelines for working with patient records in a medical facility servicing 5 departments
- Maintain confidentiality and organization of 500+ patient and personnel records
- Successfully train, motivate and evaluate an office staff of 50+ employees via the use of effective presentation, communication, and training abilities
- Monitor Vice President's budgets of up to \$50,000, and work with vendors to locate and order equipment and supplies

Administrative Assistant, DEF Company

May 2005 to April 2008

Chandler, Arizona

- Served as first point of contact for DEF customers using multi-line phone system to schedule appointments
- Used Microsoft Office products including Word, Excel, PowerPoint as well as customized software for bookkeeping and human resources procedures
- Effectively organized and revamped the customer information system increasing efficiency by 40%
- Received high recognition in communication skill areas from supervisor in yearly reviews
- Collaborated with vendors to track equipment and supplies for manufacturing facility

Customer Service Agent, GHI Company, Inc.

January 2003 to May 2005

San Diego, California

- Worked closely with retail customers, answered questions and quickly resolved issues & complaints
- Successful background in selling products and services (warranties) to customers
- Continuously met product sales quotas by 110%, increasing overall company sales by 20% by 2005

EDUCATION

Associate of Arts, Glendale Community College, Glendale, AZ

May 2013

- GPA: 3.9

- Vice President of Associated Student Government in charge of planning student leadership events

VOLUNTEER EXPERIENCE

Fundraising Volunteer, Make-A-Wish Foundation

Phoenix, Arizona – Summer 2013

- Lead team of 5 in fundraising efforts with summer profit equaling \$500