

**SAMPLE  
CHRONOLOGICAL  
RESUME**

**MARK PETERSON**

XXX South Taylor Street  
Lima, Massachusetts XXXXX-XXXX  
Home: (000) 111-1111  
Office: (000) 555-5555

**OBJECTIVE**      **Electrician** with full range of responsibilities from maintenance to installation.

**SUMMARY**      More than 12 years experience in all phases of the electrical field. Expertise in troubleshooting electrical circuits and providing necessary maintenance.

**EXPERIENCE**

1985 – Present      **MASTER ELECTRICIAN**  
XYZ Management Company, Lima, Massachusetts

- Total electrical renovation of apartments for new tenants; replaced fixtures, switches, receptacles and wiring.
- New wiring of single family homes and townhouses; commercial work on high rise office buildings in the Central Virginia area.

1980-1985      **ELECTRICIAN**  
United States Army, Fort Bragg, North Carolina

- Repaired, installed, adjusted, modified, and tested electrical systems and devices for 300,000 square feet of office and classroom space; including:
  - Electrical Panels                      - Fluorescent                      - Magnetic Starters
  - Conduit                                      - Computer                      - Switches, Receptacles
  - Motors                                      - Breakers                      - Incandescent Lights
  - Ballast                                      - Wire                      - Telephone Lines
- Purchased material for over 1,000 electrical items.
- Trained two apprentices on electrical maintenance procedures.
- Supervised from 1 to 4 trades people.
- Read blueprints and schematics for wiring of new equipment, new additions, and new buildings.
- Worked with voltages up to 480-volt, 3-phase systems.

1977-1980      **RETAIL CLERK**  
Morgan's Pharmacy, Old Harbor, Massachusetts

**EDUCATION**

1989-1990      **Best Community College, Lima, Massachusetts**  
Courses focused on technical mathematics  
Dean's List with G.P.A. 3.68

1977-1980      **Training Community College, Old Harbor, Massachusetts**  
Electrical Construction, 1,920 hours of study, certificate awarded 1980

**SPECIAL LICENSE**

April 6, 1993      Massachusetts Journeyman's License #5678-JK

**SAMPLE  
FUNCTIONAL  
RESUME**

**Sasha Payne**  
9931 Sargasso Lane  
Sandy Beach, FL 32456  
(904) 555-3456  
bigpayne@shotmail.com

**Objective**

To contribute to your organization's success through the use of my exceptional customer service and people skills.

**Education**

Bachelor of Science, Marketing and Management  
University of Southeastern Northwest Florida — June 2008

**Qualifications**

- Exceptional versatility and adaptability
- Dedication and drive as a hard-working team member
- Superlative communication and team-building skills
- Ability to manage multiple tasks in a pressured environment

**Professional Skills**

**QUANTITATIVE SKILLS**

- Completed and submitted invoices and processed payments.
- Handled expense reports with account summaries.
- Entrusted with large sums of money—made nightly deposits of day's receipts.
- Created inventory control system that reduced inventory shrinkage at the bar by 20% — resulting in a net gain in profits of over \$500.00 per week.
- Demonstrated knowledge of and accountability for payroll and employee records, daily sales deposits, change orders, and bank deposit verification.

**CUSTOMER SERVICE AND SALES**

- Interacted with clients and utilized organizational skills to arrange and coordinate special events that include weddings, receptions and holiday parties, as well as everyday lunch and dinner planning.
- Oversaw daily sales operations at country club.

**COMPUTER SKILLS**

- Certified through CompUSA training in Microsoft Windows, Microsoft Word, Excel, Access, PowerPoint, and Visio. Additionally proficient with Peachtree and Microsoft Publisher
- Accomplished at word processing, spreadsheet, and graphic design, including internal/external correspondence, reports, procedure manuals, and presentations.
- Create and distribute a variety of reports using Access and Excel.

**Professional Memberships**

Emerald Coast Chapter American Marketing Association  
Beta Gamma Sigma—Secretary/Treasurer 2006-2008

**SAMPLE  
COMBINATION  
RESUME**

**JUDY ROGERS**

XXX St. George Avenue #XX  
Alameda, California XXXXX-XXXX  
(111) 111-1111

**Objective: Sales Marketing Position**

**Highlights of Qualifications**

- Over 15 years professional experience with the public.
- Personable and persuasive in communicating creatively with thousands of customers from all cultures and economic levels.
- Proven skill in persevering to solve customers' problems.
- Self-motivated and confident in making independent decisions.
- Very well organized and able to meet deadlines.

**Relevant Experience**

**Sales & Marketing**

- Made direct presentations to retail store owners and buyers, marketing Christmas ornaments and gift items imported from the Philippines.
- Co-hosted sales seminars for potential real estate partnership investors.
- Oriented customers by answering questions regarding project details.
- Followed up by phone to verify their commitment to invest in the partnership.
- Canvassed by cold calling for contributions to a nonprofit organization.
- Consistently surpassed sales quotas in retail clothing and house ware departments.
- Co-led voter drive and personally persuaded 2000 citizens to sign the petition in support of placing a community improvement initiative on the ballot.

**Organization & Customer Service**

- Resolved wide range of customer problems, applying diplomacy and assertiveness to delivery delays, fee and budget problems, property management decisions, airline emergencies and in-flight problems, and culture/communication barriers.
- Organized the logistics of speaking engagements and investment seminars: location - catering - seating - literature - speakers - travel.
- Maintained extensive financial records regarding individual and corporate clients. Successfully collected thousands of dollars in overdue or unbilled fees by thoroughly auditing billing records and persevering in telephone collection follow-ups.

**Employment History**

1985-Present	Office Manager/Bookkeeper, United States Navy, San Francisco, California
1983-85	Office Manager/Bookkeeper, Grothe & Associates, San Francisco, California (Real Estate Limited Partnerships, Non-profit organization, author/lecturer)
1980-81*	Philippine Import Sales, Self-employed, selling to Bay Area stores
1978-80*	Neo-Life Vitamin Sales, Self-employed, selling to flight attendants *part-time, concurrent with airline employment
1971-83	International Flight Attendant, Transamerica Airline, Oakland, California

**Education**

Bachelor of Arts in Speech/Theatre Arts - University of California, Santa Barbara, California

**Jacob Jenkins**  
124 Treefront Street  
Des Moines, Iowa 12345  
(123) 456-7899

**SAMPLE  
REFERENCE  
SHEET**

## **REFERENCE SHEET**

### **PROFESSIONAL REFERENCES**

Julia Silvers, Administrative Manager  
Kent Products Inc.  
123 West 32<sup>nd</sup> Street  
San Antonio, Texas 12345

Robert Williams, Department Manager  
Spruce Electronics  
1234 Jefferson Avenue  
St. Paul, Minnesota 23456  
(123) 456-7899

Joseph Mitchell, Director of Marketing  
Jones Imports  
12 Wheeling Circle  
Idaho Falls, Idaho 54321  
333 (222-3333)

### **PERSONAL REFERENCES**

**Joy Smith**  
1234 East Park  
San Francisco, California 45312  
(999) 987-6543

Jason McMurphey  
11 Market Street  
Nashville, Tennessee 66554  
(234) 456-7899

**NOTE: Make sure  
you check with  
references before  
using them in  
your job search.**

**SAMPLE  
SALARY  
HISTORY**

**Jacob Jenkins**  
123 Treefront Street  
Des Moines, Iowa 12345  
(123) 456-7899

**SALARY HISTORY**

United States Air Force

123 Alameda Avenue  
Lowry Air Force Base, Colorado 12345  
19XX-19XX  
Position Range - \$21,500 - \$24,000/annum/plus excellent benefits

**Balvin Corporation**  
123 Westcliff Street  
Council Bluffs, Iowa 23455  
19XX-19XX  
Position Range - \$20,000 - \$21,000/plus health and vacation

**Computer Resoruces Inc.**  
1234 Jenson Avenue  
Council Bluffs, Iowa 23455  
19XX-19XX  
\$20,000 per annum

**NOTE: Only  
provide a salary  
history when  
requested.**

JANE E. DOE  
1234 Elm Street  
Anywhere, USA 94999-0011

**SAMPLE  
SCANNABLE  
RESUME**

ADMINISTRATIVE MANAGER, OPERATIONS MANAGER, DIRECTOR OF ADMINISTRATION, CHIEF OPERATING OFFICER (COO), RETAIL MANAGER, PUBLIC ADMINISTRATION DEPARTMENT HEAD, GENERAL MANAGER, MANAGEMENT CONSULTANT

**SUMMARY:**

Results oriented professional with administration, operations, and management experience with companies in start-up, reorganization, or expansion, in small to mid-sized companies.

Supervising: operations; accounting, accounts receivable; accounts payable; payroll, budgeting and forecasting; cost accounting; collections; facilities management; employee development; marketing and product positioning; advertising; merchandising; inventory control; public relations; customer support; new business development; strategic planning; materials management; administration.

Excellent interpersonal skills, team player and ability to work well with all levels of an organization. Effective presentation, verbal and written communication skills. Well-developed organizational, project management, trouble-shooting and problem-solving abilities.

Computer literate. Proficient in WordPerfect 5.1, 6.0, Word for Windows, Lotus 123, and PC File. Working knowledge of Microsoft Works, Excel, Quattro Pro, MAC programs and DOS.

MA, University of Anywhere, Management  
BBA, University of Anywhere, Management, Accounting and Human Relations

**CAREER HISTORY:**

1991 to Present

BRANCH ADMINISTRATOR, Anybody's Widget Manufacturer, Somewhere, USA  
Largest widget manufacturer with revenues of more than \$32 million, over 350 employees and seven branches in Somewhere, USA.

Supervise 46 employees in administration; accounts receivable/payable; sales support; human resources; employee development; quality control; customer service.

Directs the daily operations of the branch and increased profitability. Developed a self-directed management team to implement progressive changes. In 1993, moved to 1<sup>st</sup> place in customer service, profitability, overall performance, and realized a 4% growth.

In collections, decreased the days outstanding for delinquent accounts. The days outstanding dropped from 49 days to 36 days in 3 months, and the branch was number 1 in collections in 1992.

Wrote a Sales Coordinator Training Manual, after evaluating all of the procedures required for tracking new business from sales to installation. The manual was adopted company-wide.

Implemented a customer driven program that follows TQM standards and reduced the number of customer complaints and increased customer satisfaction.

JANE E. DOE  
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1988 – 1991

MANAGEMENT CONSULTANT, Jane Doe Consulting – New York area; Dallas TX; and Portland, OR. Provided consulting to companies that were in start-up situations, reorganization or that needed computer and new business development assistance.

As COO, managed a potentially \$2 million company and developed the client tracking process for a start-up career marketing company. Had the business operational in six weeks.

Reorganized an executive suites company in Dallas, TX, as CENTER MANAGER. Rehired and trained 16 employees, developed the budget, and increased revenues by 45% in the first 5 months of 1990.

Expanded a major party linen company in Queens, as GENERAL MANAGER. Set up the northern Virginia distribution facility. Hired and trained all personnel, developed the budget and all accounting systems, set up all office procedures and delivery schedules which allowed for the center to be up and running in 20 days, and attained revenues within 2% of goal.

Created Courthouse Square Association in History, OR, as volunteer DIRECTOR in 1988. Developed goals and directed public relations and fund raising for the square, thereby increasing the public knowledge of the availability of the facility for private functions. Worked with the City Council, Redevelopment Agency, private investors, and venture capitalists.

1983 – 1987

OWNER, GENERAL MANGER in New York City, of two specialty retail toy stores, and three department stores specializing in seasonal and Christmas items.

Directed advertising; public relations; accounting and tax compliance; merchandising; inventory control; sales supervision; budgeting and forecasting. Supervised 100 employees.

1977 – 1983

DIRECTOR, Police Administrative Services Bureau, Any Policy Department, Middle City, NY.

Supervised 146 employees; the day-to-day operations; Accounting Division; Property Management; Evidence Management; Building Services Division; \$30 million budget; Human Resources.

#### ADDITIONAL TRAINING:

Re-engineering the Corporation – 1994 Conflict Management – 1995 Training the Trainer – 1995 Self-Directed Team Management by Blanchard – 194 Managing Negativity in the Work Place – 1995 Total Quality Management TQM, courses – 1996 Criminal Justice System and Civil Service

**Paula Proactive**  
1669 Shell Street  
Sandy Beach, FL 34567  
Home (904) 555-5555  
Cell (904) 555-1212  
proactive@getajob.net

July 14, 2008

Dear Sir or Madame:

In response to your advertisement for a Chief Financial Officer in the Wednesday, July 13, 2008, edition of the Emerald Coast Mullet Wrapper, I would like to respectively submit my qualifications.

**Your requirements**

- 1. Five to ten years experience as a CFO in a Fortune 500 Company**
- 2. Oversees other accountants.**
- 3. CPA desired.**
- 4. B.S. required, M.B.A. preferred.**

**My Qualifications**

**Over ten years experience as a CFO**

**Supervised more than twelve accountants and high-level financial personnel.**

**CPA since 1985.**

**B.A. in business Administration.  
Currently enrolled in a course of study leading to an M.B.A. from the University of Phoenix online. Projected graduation date, May 2009.**

Please call me at your earliest convenience for an interview. Thank you.

Sincerely,

Paula Proactive

**Sample  
Cover Letter**

John Doe  
134 Anywhere Street  
Anyplace, State 99991-0000

May 13, 2001

Bullock's Personnel Department  
135 Constitution Drive  
Meno Park, California 84203-2382

Dear Mr. Rosco Sweeney:

I am enclosing my resume in response to your advertisement for the position of Shipping/Receiving Clerk.

You will note from my resume that I have an extensive background in shipping/receiving including such detailed duties as record keeping, bills of lading, processing claims on damages and shortages, routing, comparison of quantities and order verification as well as use of equipment associated with shipping and receiving.

I feel that my experience could be an asset to your company. I look forward to talking with you regarding my qualifications and will call you at the end of the week to arrange an interview.

Sincerely,

JOHN DOE

Enclosure: Resume

## COMMUNICATION / PEOPLE

Addressed	Advertised	Arbitrated	Arranged	Articulated	Authored
Clarified	Collaborated	Communicated	Composed	Condensed	Conferred
Consulted	Contacted	Conveyed	Convinced	Corresponded	Debated
Defined	Developed	Directed	Discussed	Drafted	Edited
Elicited	Enlisted	Explained	Expressed	Formulated	Furnished
Incorporated	Influenced	Interacted	Interpreted	Interviewed	Involved
Joined	Judged	Lectured	Listened	Marketed	Mediated
Moderated	Negotiated	Observed	Outlined	Participated	Persuaded
Presented	Promoted	Proposed	Publicized	Reconciled	Recruited
Referred	Reinforced	Reported	Resolved	Responded	Solicited
Specified	Spoke	Suggested	Summarized	Synthesized	Translated
Wrote					

## CREATIVE

Acted	Adapted	Began	Combined	Composed	Conceptualized
Condensed	Created	Customized	Designed	Developed	Directed
Displayed	Drew	Entertained	Established	Fashioned	Formulated
Founded	Illustrated	Initiated	Instituted	Integrated	Introduced
Invented	Modeled	Modified	Originated	Performed	Photographed
Planned	Revised	Revitalized	Shaped	Solved	

## DATA / FINANCIAL

Administered	Adjusted	Allocated	Analyzed	Appraised	Assessed
Audited	Balanced	Budgeted	Calculated	Computed	Conserved
Corrected	Determined	Developed	Estimated	Forecasted	Managed
Marketed	Measured	Netted	Planned	Prepared	Programmed
Projected	Qualified	Reconciled	Reduced	Researched	Retrieved

## HELPING

Adapted	Advocated	Aided	Answered	Arranged	Assessed
Assisted	Clarified	Coached	Collaborated	Contributed	Cooperated
Counseled	Demonstrated	Diagnosed	Educated	Encouraged	Ensured
Expedited	Facilitated	Familiarized	Furthered	Guided	Helped
Insured	Intervened	Motivated	Prevented	Provided	Referred
Rehabilitated	Represented	Resolved	Simplified	Supplied	Supported
Volunteered					

## MANAGEMENT / LEADERSHIP

Administered	Analyzed	Appointed	Approved	Assigned	Attained
Authorized	Chaired	Considered	Consolidated	Contracted	Controlled
Converted	Coordinated	Decided	Delegated	Developed	Directed
Eliminated	Emphasized	Enforced	Enhanced	Established	Executed
Generated	Handled	Headed	Hired	Hosted	Improved
Incorporated	Increased	Initiated	Inspected	Instituted	Led
Managed	Merged	Motivated	Navigated	Organized	Overhauled
Oversaw	Planned	Presided	Prioritized	Produced	Recommended
Reorganized	Replaced	Restored	Reviewed	Scheduled	Secured
Selected	Streamlined	Strengthened	Supervised	Terminated	

## ORGANIZATIONAL

Approved	Arranged	Catalogued	Categorized	Charted	Classified
Coded	Collected	Compiled	Corrected	Corresponded	Distributed
Executed	Filed	Generated	Incorporated	Inspected	Logged
Maintained	Monitored	Obtained	Operated	Ordered	Organized
Prepared	Processed	Provided	Purchased	Recorded	Registered
Reserved	Responded	Reviewed	Routed	Scheduled	Screened
Submitted	Supplied	Standardized	Systematized	Updated	Validated
Verified					

## RESEARCH

Analyzed	Clarified	Collected	Compared	Conducted	Critiqued
Detected	Determined	Diagnosed	Evaluated	Examined	Experimented
Explored	Extracted	Formulated	Gathered	Inspected	Interviewed
Invented	Investigated	Located	Measured	Organized	Researched
Reviewed	Searched	Solved	Summarized	Surveyed	Systematized
Tested					

## TEACHING

Adapted	Advised	Clarified	Coached	Communicated	Conducted
Coordinated	Critiqued	Developed	Enabled	Encouraged	Evaluated
Explained	Facilitated	Focused	Guided	Individualized	Informed
Instilled	Instructed	Motivated	Persuaded	Simulated	Stimulated
Taught	Tested	Trained	Transmitted	Tutored	

## TECHNICAL

Adapted	Applied	Assembled	Built	Calculated	Computed
Conserved	Constructed	Converted	Debugged	Designed	Determined
Developed	Engineered	Fabricated	Fortified	Installed	Maintained
Operated	Overhauled	Printed	Programmed	Rectified	Regulated
Remodeled	Repaired	Replaced	Restored	Solved	Specialized
Standardized	Studied	Upgraded	Utilized		