

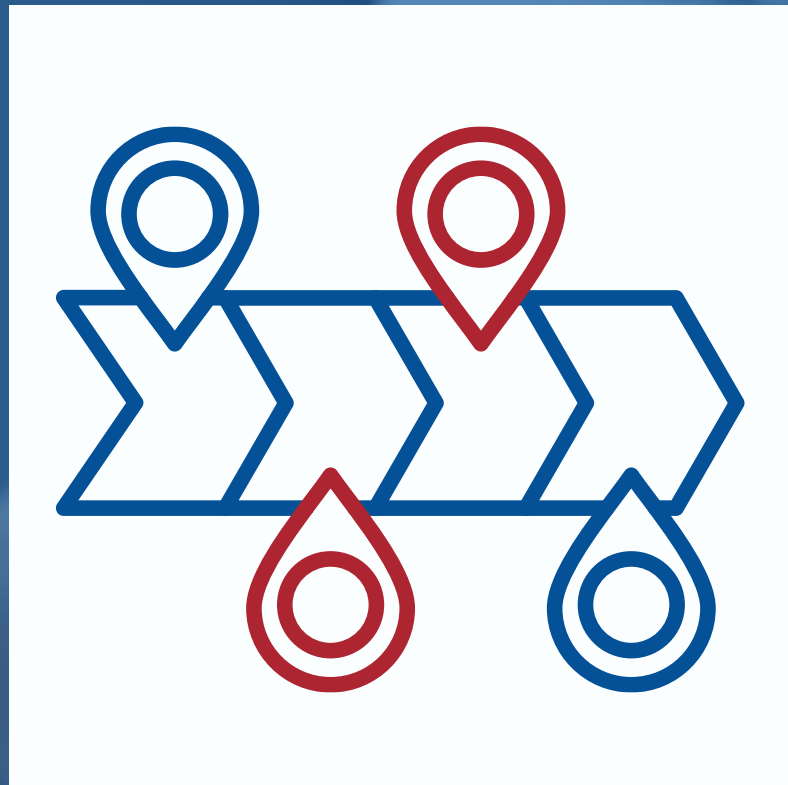
BUILDING YOUR PROFESSIONAL IDENTITY:

Crafting an Effective Resume



Matthew Giombetti
Business Service Representative

- Recruiters spend **6 to 8 seconds** on average going over resumes.
- On average, **250 resumes are sent** for each corporate job opening. **Only 4** of those are called for an interview.
- **76%** of the resumes are **rejected** due to an unprofessional email address.
- **88%** of the resumes are **rejected** due to a picture on the resume.
- **Proofread! 61%** of recruiters will **discard** a resume if it has mistakes.
- **43%** of hiring supervisors **disqualify** applicants with spelling errors.
- **53%** of resumes and job applications have inaccuracies.
- About **90%** of the resumes are sent digitally.
- Recruiters use LinkedIn to screen applicants in **87% of cases**.
- Employers prefer applicants with job experience **91% of the time**, and **65% of the time**, they prefer candidates with relevant work experience.



Chronological
(Traditional)



Functional
(Skills-Based)

Ebony Moore

Boston MA | (123) 456-7891 | emoore@email.com

Summary

Team-oriented Dental Assistant with excellent interpersonal skills and attention to detail. Offering over three years' experience instructing patients, monitoring and ordering supplies, and maintaining office appointment calendar.

Education

Longford Tech Oct '14-Jun '16
Dental Assisting/Anatomy

Experience

Cloud Clearwater, Dental Assistant Jul '19 - Current

- Patient intake for over 500 patients so far
- Developing relationships between supply vendors and office staff
- Managing inventory for office front desk
- Fielding hundreds of phone calls and setting up appointments

Crane & Jenkins, Dental Assistant Aug '15 - Jul '19

- Assisted over 100 patients by providing information on care options from the different procedures to the different choices for coverage
- Handled filing and billing notices for over 100 patients
- Scheduled appointments for regular and follow-up visits as well as emergency, optional and cosmetic procedures

Certifications

- Associate of Science

Skills

- Prepping Dental Materials
- Manual Dexterity

Header

Summary/Objective

Education

Experience

Licenses/Certificates

Skills/Abilities

DENNIS SCHERRER

IT Engineer

✉ d.scherrer38@email.com
☎ (123) 456-7890
📍 Houston, TX
🌐 LinkedIn

EDUCATION

Bachelor of Science
Computer Science
Texas A&M University
📅 2005 - 2009
📍 College Station, TX

SKILLS

- Python
- Microsoft 365
- Agile Project Management
- Network Infrastructure
- Troubleshooting Windows/Apple OS
- VPN Maintenance
- Verbal Communication
- Customer Service

CERTIFICATIONS

- MCSE
- CCNA

WORK EXPERIENCE

IT Engineer
Loomis Armored US, LLC

- 📅 2020 - current 📍 Houston, TX
- Hired 11 technicians and instructed them in Agile project management, increasing efficiency by 39%
 - Drafted troubleshooting guides for common technical strategies, decreasing average ticket resolution time by 48%
 - Collaborated with 13 techs to upgrade VPN security, including updating encryption methods and adding antivirus protection, reducing chances of a breach by 67%
 - Developed and enhanced product security systems, meeting 100% of client requirements

Network Engineer

- ADP**
📅 2017 - 2020 📍 Houston, TX
- Created and reorganized SQL queries and scripts for internal troubleshooting, decreasing work tickets by 28%
 - Analyzed escalated tickets and coached junior techs to resolve 84% of excessive escalations
 - Analyzed diagnostic data to understand causes/correlations of network issues and presented results to internal staff
 - Collaborated with staff to resolve network issues and implement fixes, resulting in 31% fewer malfunctions

Systems Support Engineer

- Two Sigma**
📅 2012 - 2017 📍 Houston, TX
- Managed 7 daily work tickets, prioritizing urgent needs and scheduling projects to resolve tickets within 2 hours
 - Trained 8 junior techs to manage tickets, diagnose common problems, and maintain workflows
 - Developed solutions for software/hardware compatibility
 - Installed and upgraded internal applications and documentation, reducing installation errors by 12%

IT Support Engineer

- Capital One**
📅 2009 - 2012 📍 Houston, TX
- Resolved 12 network/software Level I tickets per shift
 - Provided technical support over the phone, email, and desktop chat, responding to all messages within 4 hours
 - Developed online FAQ articles to address common issues, reducing the average number of tickets by 39%
 - Diagnosed and repaired network malfunctions including file deletion, failed account entry, slow computer speed, and 3rd party software compatibility issues

SAMPLE RESUME

123-456-7890

email@hotmail.com

City, ST

WORK EXPERIENCE

Bus Driver City, ST
Company 1 2019 - 2023

- Drove bus over specified routes or to specified destinations according to time schedules, complying with traffic regulations to ensure that passengers have a smooth and safe ride
- Parked vehicles at loading areas so that passengers can board

Selector City, ST
Company 2 2017 - 2018

- Used various equipment, such as pallet jacks or hand carts to find and select the correct product
- Read and understand picking orders and pick lists to ensure the correct product was placed in the corresponding container
- Inspected items for damage or defects and report any issues to supervisors
- Kept track of inventory levels and report any discrepancies to management

Assembler City, ST
Company 3 2012-2013

- Ensured all engine components and related systems are correctly installed and meet quality and safety standards
- Performed alignments and adjustments to ensure the engine and transmission are properly aligned and functional
- Identified and address any issues or defects related to the engine or transmission assembly

Quality Control City, ST
Company 4 2011 - 2012

- Examined individual parts and sub-assemblies to ensure they meet quality and safety standards
- Maintained detailed records of inspections, including data on product specifications, measurements, and inspection outcomes
- Performed random inspections of products to verify consistent quality throughout the production process
- Ensure compliance with Caterpillar's quality standards and specifications

Quality Control City, ST
Company 5 2008 - 2011

- Examined and performed tests on sensors for any visible defects, damage, or anomalies
- Verified that sensors are operating within specified parameters and can accurately measure and transmit data
- Maintained comprehensive records of inspection results, testing procedures, and calibration data
- Performed final inspections, ensuring sensors were functional, packaged correctly, and sent to the correct location
- Followed safety protocols and guidelines, particularly when dealing with potentially hazardous materials or processes

SKILLS

Adaptability Emotional Intelligence Problem-Solving Attention to Detail Critical Thinking
Teamwork Time Management Communication

SAMPLE RESUME

CONTACT

123-456-7890

email@gmail.com

City, St

SKILLS

- Team Work
- Time Management
- Self-Driven
- Communication
- Conflict Resolution

TECHNICAL SKILLS

- Data Entry
- Bill Payment Systems
- Customer Service
- Account Management

CERTIFICATIONS

- CNA Certified
- CPR Certified
- First Aid Certified

EDUCATION

Beauty Institute
Cosmetology License

Some High School
High School Diploma

WORK EXPERIENCE

Home Health Aide (HME) City, ST
Health Company 2020 - 2021

- Maintained records of patient care, condition, progress, and problems, reporting to supervisor as needed
- Cared for patients by changing bed linens, washing and ironing laundry, cleaning, or assisting with their personal care
- Planned and prepared meals to patients
- Performed a variety of duties as requested by client

Account Manager City, ST
Account Company 2013- 2014

- Communicated company policies and regulation to new staff
- Followed guidelines for the interviewing, hiring and job termination process
- Handled the day to day operations of the office such as opening and closing the office, data entry, filing, and answering the telephones
- Processed all payments and maintained clients' financial records and portfolios

Customer Service Agent City, ST
Customer Service Company 2011- 2013

- Maintained corporate financial records and client accounts
- Audited company billing records and successfully collected \$39,785.40 of unpaid bills within 5 months
- Generated and documented inbound and outbound calls
- Resolved conflicts with angry and discontent clients to negotiate and collect payments

ALTERNATIVE EXPERIENCE

Assistant Stylist
Salon 3 Years

Customer Service Rep
Service Store 4 Years

Charles Bloomberg

📍 New York City, United States 📧 charlesbloomberg@wisc.edu 📞 (621) 799-5548 📱 in/bloomberg

SUMMARY

MBA student with experience in real estate with the world's largest real estate network, Remax.

EXPERIENCE

Marketing Intern

Company A

June 2020 - September 2020, New York, NY

- Concentrated on customer understanding to build good customer relationships and deliver memorable customer service experience at every touchpoint of the customer journey.
- Managed inbound and outbound sales activities and conducted detailed market research on the customer base.
- Responded quickly to the assigned leads and offered support through calls and emails.
- Played a part in planning and organizing one international program with the company.
- Used customer segmentation to drive targeted campaigns and improve sales during seasonal shifts.
- Successfully launched two marketing initiatives for the company.

PROJECTS

Customer Purchase Behavior of Residential Properties

RE/MAX • February 2020 - May 2020

- Collected sample of 100 customers and used MS Excel, google form etc. for analysis of residential real estate industry trends.

EDUCATION

Master of Business Administration - MBA: Marketing and Finance

New York University • 2019 - 2021

CERTIFICATIONS

Fundamentals Of Digital Marketing

Google • July 2020

Google Analytics for Beginner

Google • July 2020

Google My Business

Google • July 2020

Instagram Marketing

Udmy • April 2020

Google Ads Display Certification

Google • May 2020

Inbound Sales

Hub Spot Academy • March 2021

Inbound Certified

Hubspot Academy • March 2021

INVOLVEMENT

Volunteer

New York University • International conference on Innovations in Business Management. • 16 and 17 January 2020

Volunteer

New York University • Panel discussion on knowledge spillover factors that foster innovation and growth. • 24th January 2020

SKILLS

Industry Knowledge: Business Communication, Customer Support, Google Ads, Google My Business, Problem Solving, Presentation, Analytical skills, CRM.

Mary Thompson

Product Manager

Contact

Brooklyn, New York
(123) 567-2234
MThompson@gmail.com
[Linkedin.com/in/yourprofile](https://www.linkedin.com/in/yourprofile)

Career Objective

Passionate product manager with proven management skills. Technology skills include Python and C++. Wrote back-end code for five business websites as independent consultant. Looking for an opportunity to lead a solution development portfolio for established tech group.

Skills

JavaScript
Coding
Debugging
SQL data mining
Client Management
Business Management
Sales
Leadership and mentoring

Skills Summary

Portfolio Management

- Managed a portfolio of up to 20 products for Adecco Data with varying deadlines but with 100% client satisfaction rates.
- Analyzed resources and budgets for Adecco Data to ensure efficient allocation. Findings resulted in 30% reduction in on-boarding costs.

Python

- Built a Python-based stock tracking webapp with 200 interactive, real-time graphs.
- Designed a 3D game using Python and MySQL.
- Streamlined the use of machine learning techniques by implementing Naive Bayes, Clustering, and Classification in Python for data analysis

Debugging

- Debugged 5 webapps written in Python.
- Reduced errors for an SaaS site by 25% through extensive debugging.

SQL Data Mining

- Designed, developed, and delivered machine learning-enabled solutions to address critical questions.
- Perform analysis of data related to several of our titles for patterns of malicious activity.

Business Management

- Provide insights and recommendations pulled from analysis to leadership and team members.
- Develop and maintain good relations and communicate with people at all hierarchical levels.

Education

BS in Business
Columbia University, New York

Awards

Won first-place in Acumen
Hackathon
2019 Leadership Award for
Marketing and Sales

SAMPLE RESUME

123-456-7890
YourName@email.com
City, ST

SKILLS SUMMARY

PROJECT MANAGEMENT

- Managed and oversee more than 40 product departments
- Created policies, procedures, and training materials for a workforce of 300+ retail employees
- Managed product lifecycles for over 1000 SKUs
- Facilitated interdepartmental communication for shared projects
- Established and managed a company-owned wholesale project dedicated to a specific product category

RELATIONSHIP BUILDING & COMMUNICATION

- Successfully developed vendor relationships, including negotiating contracted space and purchase limits
- Demonstrated a strong ability to handle invoicing and maintain positive vendor relations
- Oversaw the management of existing client accounts while simultaneously cultivated new business accounts
- Served as the main point of contact for inquiries related to my departments and their associated policies

TEAM BUILDING

- Collaborated with retail and regional managers to train over 300 store employees, ensuring adherence to company policies and procedures
- Contributed to creating a supportive work environment, offering assistance with computer functions and sharing knowledge with coworkers

PROBLEM SOLVING

- Proficiently identified and resolve issues with creative and cost-effective solutions

TIME MANAGEMENT

- Consistently completed tasks within stipulated timeframes, emphasizing early completion to allow for thorough reviews and edits

DATA ANALYSIS

- Demonstrated expertise in observing and predicting market trends, leading to increased and sustained success in advertising and sales

WORK EXPERIENCE

BRAND MANAGER

Some Business
2014 - Present

SALES ACCOUNT MANAGER

Some Business
2012 - 2014

ENROLLMENT ADVISOR

Secondary School
2010 - 2012

EDUCATION

BUSINESS MANAGEMENT

Secondary School
2011 - 2012

DIPLOMA

A Great High School
2014

TECHNICAL SKILLS

- Office 365
- Google Suite
- FasTrax POS
- Basic Accounting
- Data Organization and Reporting

SKILLS

- Emotional Intelligence
- Critical Thinking
- Active Listening
- Adaptable
- Active Learning
- Creativity

SAMPLE RESUME

CONTACT

123-456-7890
email@gmail.com
City, ST

SKILLS

- Adaptable
- Conflict Resolution
- Problem Solving
- Critical Thinking
- Time Management
- Communication
- Organization
- Leadership

TECHNICAL SKILLS

- Payroll
- Customer Service
- Office 365
- Google Suite
- Transcription
- Hiring, Training, and Supervising

EDUCATION

Some Institute

Medical Coding Insurance
Billing and Transcript Certificate

A Great High School

High School Diploma

WORK EXPERIENCE

Management

- Directed and coordinated activities involving sales of manufactured products, services, commodities
- Resolved customer complaints regarding sales and service
- Interviewed, hired, trained, and supervised new associates
- Conducted onboarding procedures for every new associate
- Reviewed sales and service accounting and record-keeping

Workflow Coordinator

- Acted as a liaison between state agencies to explain company procedure and project compliancy
- Created and implemented office standards and procedures, including company procedure manual that is still in use
- Submitted request for proposal (RFP) forms to government agencies
- Processed medical assistance card cases and disability reviews
- Transcribed dictated letters and reports

Bookkeeper

- Prepared and processed payroll information
- Oversaw billing for multiple state contracts
- Conducted inventory control, ordered supplies, and kept documentation of receipts
- Transferred details from separate documents to general ledgers or data processing sheets
- Checked figures, postings, and documents for correct entry, mathematical accuracy, and proper codes
- Complied with federal, state, and company policies, procedures, and regulations

Notary Public

- Witnessed and acknowledged signatures and verified signer's identity
- Administered oaths and affirmations to individuals making sworn statements or affidavits
- Took depositions, which involves recording the sworn testimony of witnesses in legal proceedings
- Adhered to state laws and regulations governing notarial acts, including the proper completion of notarial certificates and record-keeping
- Detected and prevented fraud or misrepresentation in all documents
- Kept a journal of all notarizations performed, including details of the transactions, names of signers, and the date and time of the notarization
- Acted as neutral witnesses and not take sides in any transaction they notarize

Your Name

1234 Fourth Avenue, Smallville, Minnesota 55988, (600) 555-1234
yourname@mail.com, Portfolio: yourname.com

QUALIFICATIONS

- Creative and versatile designer who understands its all about branding
- Experienced designing brand identity, brochures, packaging, advertising, signage, posters, and web sites
- Social media savvy and up-to-date with current web trends
- Able to work directly with clients to discuss ideas and present design solutions
- Developed illustration skills with watercolor, colored pencil, and digital media

SOFTWARE

- Photoshop, Illustrator, InDesign, Dreamweaver, HTML, CSS, Flash, Edge, Acrobat, Audacity, Word, Excel and PowerPoint

EDUCATION

Bachelor of Science, Marketing
University of Minnesota, Minneapolis, Minnesota

Associate of Applied Science, Graphic Design
Brown Technical College, Minneapolis, Minnesota

EXPERIENCE

Graphic Designer

The Zeal, Minneapolis, Minnesota. 20xx–20xx

- Designed and produced a monthly college newspaper (20 issues total)
- Redesigned the logo and format to update the look and follow industry trends
- Contributed stories, photos, and original artwork for publication

Receptionist

Maplewood Dental, Minneapolis, Minnesota. 20xx–present

- Assist office manager with payroll, bank deposits, and patient scheduling
- Responsible for stocking and ordering all dental supplies
- Facilitate new employee orientation (5 sessions to date)

Retail Sales Associate

Eddie Bauer, Minneapolis, Minnesota. 20xx–20xx

- Dealt directly with customers, assisted with selections, purchases and returns
- Responsible for all money, returns, and sales transactions on the weekends
- 20xx Sales Associate of the Year. Increased my annual sales volume 15%
- Organized loss-prevention efforts in the store (we saved \$500 annually)

ACHIEVEMENTS

- Vice President, Graphic Design Club, Brown Technical College. 20xx–20xx
- Third Place Gutenberg Award, Poster Design. 20xx

Craig Kunce

304 Fourth Avenue South, La Crosse, Wisconsin 54602, (608) 555-3480

OBJECTIVE

A challenging position in the graphic design field that utilizes my experience, education and creativity to help the company grow and succeed.

SUMMARY OF SKILLS AND QUALIFICATIONS

- Experience designing advertising and marketing materials for a variety of projects including logos, brochures, packaging, advertising, signage and websites
 - Excellent ability to communicate and work in a team setting - derived from current freelance projects
 - Thorough knowledge and understanding of prepress and the offset printing process
 - Experienced illustrator with strong watercolor, oil painting, and colored pencil skills
 - Able to work directly with clients to discuss ideas and solutions to their needs

SOFTWARE KNOWLEDGE

- Photoshop, Illustrator, InDesign, Dreamweaver, Flash, Acrobat, GoLive, Word, PowerPoint, and Excel
- Tech-savvy, comfortable, and up-to-date with current online design and media trends and interfaces

EDUCATION

Associate of Applied Science, Graphic Design
Western Technical College, La Crosse, Wisconsin
Graduated with highest honors. GPA 3.8.

- Hardware experience: Mac and PC computers, flat-bed color scanners, digital photography, B/W and color printers, large format printing, working on servers and networks, prepress and film imaging equipment (Xitron Xenith 4 PDF Workflow Solution), offset printing presses, bindery and finishing machinery, and electronic paper cutters.

WORK EXPERIENCE

Assistant Manager, Meat Department

Quillin's, La Crosse, Wisconsin. 2007–present

- Assisted Meat Department Manager with all daily responsibilities
- Inspected and signed for deliveries in manager's absence (5–10 times per week)
- Direct customer service (dealt with approx. 50 customers per day)
 - Trained and mentored all new employees (30 to date)

Graphic Designer and Publication Artist

The Zeal, La Crosse, Wisconsin. 2006–2007

- Designed and produced the monthly school newspaper (20 issues total)
 - Consistently met our monthly design and printing deadlines
- Redesigned the logo and format to update the look and follow industry trends

Retail Sales Associate

Eddie Bauer, Onalaska, Wisconsin. 2004–2005

- Dealt directly with customers, assisting with selections, purchases and returns
- Worked independently and performed opening and closing responsibilities
- Responsible for all money, returns, and sales transactions on the weekends
- 2008 Sales Associate of the Year. Increased my annual sales volume 15%
- Organized loss-prevention efforts throughout the store (saved \$2,000 annually)

ACHIEVEMENTS

- Vice President, Graphic Design Club, Western Technical College. 2008–2009
 - First Place Portfolio Review Poster, Western Technical College. 2009
 - Third Place Gutenberg Award, Poster Design. 2009



100 3rd Avenue, Apartment 150
New York, New York 10000
(212) 244-2444
littlegal999@aol.com
SSN: 111-22-3595
Marital Status: Single (1)
Religion: Presbyterian

♣♥♣♥♣♥♥♥ **Lila Lewis** ♣♥♣♥♣♥♥♥

Objective

To find a job as a paralegal!

Work Experience

New York University Office of Admissions (current employer)
111 Washington Square Park

New York, New York 10019
(212) 333-3366

Assistant to the Director of Admissions

I worked for the Director of Admissions. I was really effective at getting the Director's coffee, picked up her copy of the New York Times from the mailroom, wrote down her appointments in my Filofax, and answered her telephone when she's in meetings.

**Bank of America
Secretary**

I worked for the manager of the bank and did his filings. My organizational skills are phenomenal.

P.S. 447
Teaching Assistant

I worked at this elementary school helping third graders with their handwriting and multiplication tables.

Lower East Side Dance Academy
Instructor

I work with 6 and 7 year olds and teach them ballet.

Cold Stone Creamery
Summer Employee

I scooped ice cream for customers during the summer of 2004.

Accomplishments

Graduated from high school and college, saved up a lot of money while living in a really expensive part of Manhattan, was on the dean's list in 2008 for my great GPA that semester, was told I was a really good dance instructor by my students.

Hobbies/Memberships

Speak break 2009 coordinator (I booked the flights to Cabo), president of NYU's chapter of "We Live Our Goldenoodles." I was an extra in Scream 4. Knitting, playing Call of Duty, enjoy spinning at SoulCycle (or Flywheel when they're having a promotion) eating pad thai, following the Jonas Brothers (Jobros) when they're on tour, ice dancing in my spare time, member of NYU's chapter of the Young Libertarians.

Education

New York University
Major: English, Communication
GPA: 2.73
New York, New York

Walter Martin High School
777 Long Hill Road South
Silver Spring, MD 33456
Dates attended: From 2002-2006

Clairfield Middle School
9664 Connecticut Avenue
Silver Spring, MD 33456
Dates attended: From 1999-2002

Deerman Elementary School
663 N. Adams Street
Silver Spring, MD 34456
Dates attended: From 1993-1999

**References Are Available
Upon Request (But here are
some now):**

Fiona Appleman
677 Centre Street
New York, New York 10023
(212) 772-2224
(former tap dancing instructor)

James Scrubwald
45 Lexington Avenue
New York, New York 10018
(347) 888-9220
(boss at Cold Stone Creamery)

Personal Qualities

Energetic, enthusiastic, reliable, funny, courageous, witty, smart, flexible,

What did you do?



Why is it important?



Applicant Tracking System (ATS)

- What is it?
- How does it work?
- How do I beat it?

Keywords

- Job Post
- Company Websites
- About Me Sections

Master Resume

- Can be as long as you want
- Used to build and customize resumes
- Highlights career info
 - Job duties
 - Dates
 - Achievements

Telling a Story: Cover Letters

- Cover letters are where you can sell and apply your skills
- Do research
- Focus on the Future
- Emphasize your personal value

JANE RODGERS

Williamstown, NJ 08094 | 555-555-5555 | example@example.com

October 11, 2022

Amette Whelan, DDS
Bellevue Oral, Facial, Implant Surgery
9652 San Pablo St.
Paramus, NJ 07652

Dear Mr. Amette,

Please accept this letter expressing my interest in the lead oral surgery assistant position. I am a highly motivated and progress-focused oral surgery assistant with a long-standing background in this industry. With over six years of experience and a track record of initiative and dependability, I have devised strategic initiatives that will prove valuable to Bellevue Oral, Facial & Implant Surgery.

Throughout the course of my career, I have perfected my infection control and chairside assisting abilities. I am a capable and consistent problem-solver skilled at prioritizing and managing projects with proficiency. I also greeted over 30 patients upon arrival at the office and helped prepare for surgeries each month.

In my previous role, I contributed collaboration, critical thinking, and treatment room prep toward team efforts and business improvements. I am progressive-minded and in tune with new developments in my field. I have proven to be effective and collaborative with strong communication talents. I enjoy collective brainstorming sessions in which I coordinate activities to achieve a common goal for the surgery.

Please take a moment to review my attached resume, certifications and credentials. I would greatly appreciate the opportunity to speak with you regarding my candidacy.

Thank you for your consideration.

Sincerely,
Jane Rodgers

Header

Date

Contact Info

Salutations

Paragraph #1 - Why you're writing

Paragraph #2 - How you're qualified

Paragraph #3 - Wrap up & Requesting an interview

Closing

Resources

- Google
- Indeed
- LinkedIn
- O*Net
- Grammarly
- Canva
- PA CareerLink[®]

Questions?

Email:

mgiombetti@edsi.com

Call:

570-344-1042

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Cathy Gerard. Phone: (570) 963- 3110. TTY: (570) 963-4717. Email: c-cgerard@pa.gov.

Language Assistance Services available free of cost. This service is 100% federally funded. For more information, visit:

<https://bit.ly/stevensamendment>