

Palm Beach Atlantic University

# Resume Guide & Resume Gallery for ORM & MBA Students

Brought to you by The Office of Career Development

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## Resume Myths

**Myth:** Someone is reading your resume and spending minutes pouring over it.

**Truth:** **50% of resumes submitted for jobs are never read.** By anyone. Ever. It may be an ATS (applicant tracking system) reading your resume. That means a computer software program is scanning your resume looking for key words. If a person does read your resume, they will spend 6 seconds reading it. Yes, you read that correctly, **6 seconds.**

**Myth:** You should not include volunteer experiences.

**Truth:** If you have relevant skills to the position you are applying for, then yes, list them as experience. Experience is experience whether you were paid for it or not. Think of stay at home mothers. They are basically the CEO, CFO and COO of their families. Those are relevant skills if applying for management positions. So don't shortchange yourself.

**Myth:** If you are a strong candidate, you don't need a great resume.

**Truth:** You have 6 seconds to impress the recruiter. Your resume needs to shine. If it doesn't, expect it to end up in the trash.

**Myth:** Companies won't hire Jen, Matt, or Jess.

**Truth:** Using your full name isn't what gets you an interview; having a stellar resume does.

**Myth:** Recruiters care about the courses you took in school.

**Truth:** Nope! They may care about your major, but generally most undergraduate and graduate programs (for any given major) take the same basic classes.

**Myth:** Showing personality on your resume is a bad thing.

**Truth:** Well, that depends on how you want to show it. Using fancy and colorful font is one way that will keep you filed in the garbage. Including personal information (marital status, age, etc) also not a good idea. However, in an activities/interests section including something like "Interests include gluten free baking and line dancing," or "James Bond fan" are tastefully appropriate and make for great conversation starters.

**Myth:** Using a resume template is okay.

**Truth:** A recruiter can spot a template a mile away. Not only are they wonky to format, they are not well liked. Cookie cutter resumes don't allow you to highlight effectively the parts of your resume that are really important. Also, they often come out looking much different than you anticipate.

**Myth:** I only need 1 resume.

**Truth:** Sorry, but you will change your resume for every position that you apply for. It is important to key word optimize for the positions you are applying for, and the key words are different for each position.

## Career Development Top Tips

1. Write a **professional profile** not an objective statement. Google it or look at examples in our gallery. Employers don't care what you want. They care about what you have to offer and if it fits their organizational needs.
2. **Show**, don't just tell. Or think of it this way: sell it to me, don't tell it to me. You are advertising yourself and skills, not just stating facts. The difference looks like this:  
  
Telling: Solicited new business.  
  
Showing: Conducted over 150 consultative sales calls weekly, qualifying potential customers through a five question format, resulting in a 10% increase in client base.
3. If you don't have direct experience in the field, show your **transferable skills**—this could include experience gained from volunteer activities.
4. **Key Word Optimize.** It is vital to include keywords that the employer is looking for. When you read the job posting, what words do they repeat? What skills, qualities and tasks seem to be emphasized? Use them!

## Mistakes That Drive Recruiters Crazy

1. Strict reverse chronological resumes. Consider using a hybrid style (<http://www.dummies.com/how-to/content/hybrid-resume-format-combining-timelines-and-skills.html>).
2. Burying the most important information.  
E.g. Poor = 2014, Junior League of the Palm Beaches (president)  
Better = **President**, Junior League of the Palm Beaches, 2014
3. Listing your computer skills. Only if you have advanced skills should you do this.
4. Vague objectives. Skip them altogether!
5. Fancy paper, font and other gimmicky attention grabbers. Let your work stand for itself. Skip the fluff.
6. Writing in first person. No personal pronouns: I, we, me, our! "I managed a team of six staff." = poor. "Managed a team of six staff." = better.
7. Paragraphs. Ugh. They are hard to read. Use bullets instead.
8. Spelling, grammar and punctuation errors. Even if your spelling is perfect, watch your punctuation. If you say you are detail oriented and yet only randomly use periods at the end of your bullets, that tells a recruiter you don't pay attention.

9. Writing job descriptions. If anyone else has had your position and can write the same bullet points on her resume, then you need to re-write yours.
10. Information older than 10 years. Unless the experience is the only thing directly related to the position you are applying for, then don't list it. Of course if you were at the company for 20 years and the latter part of the 20 falls within the last 10 years, then list it. But we don't need your entire career history.

## **Typestyle & Font**

Use one that is clean and easy to read. Consider not using a standard Times New Roman, but try something like:

Tahoma	Arial	Bookman	Garamond
Verdana	Gill Sans	Century Gothic	Century Schoolbook

## **Type Size**

Generally size 10-12, but look at the difference font can make depending on the typestyle you choose:

9 pt Verdana  
Awarded sales person of the year.

9 pt Calibri (too small)  
Awarded sales person of the year.

12 pt Times New Roman  
Awarded sales person of the year.

12 pt Bookman Old Style (too large)  
Awarded sales person of the year.

## **Resume Length**

For an average job seeker, 2 pages. There may be exceptions.

## **Graphics**

- No pictures
- Keep lines and bullets tasteful. Don't use too many styles of font or bullets. The resume needs to be readable.
- Relevant graphics showcasing sales records or management success may be appropriate.

## Resume Formats

Reverse Chronological – traditional style and most in our resume gallery fit this format

Functional – positions are listed at the bottom and functional categories list work experience regardless of what organization the skill was performed.

### PROFESSIONAL EXPERIENCE

#### MANAGEMENT AND MARKETING

- Scheduled and supervised a staff of 35 individuals while functioning as an assistant manager.
- Processed confidential employee records, salary changes, expense reports and vacation/sick reports.
- Conducted evaluations and performance appraisals and reported findings to senior management.
- Created, planned and coordinated large events, conferences and workshops with 40-50 attendees.
- Focused on expansion of company brands and development of loyal client relationships.
- Identified marketing channels and communication strategies to deliver high-impact results.
- Promoted business objectives and mission by using local and national media relations.

#### CUSTOMER SERVICE AND ADMINISTRATION

- Acknowledged for outstanding customer service while establishing strong client relationships.
- Served as right hand to lead managers of a national corporation in an administrative assistant capacity.
- Interacted with diverse group to schedule meetings and make travel arrangements for 10 executives.
- Administered payroll and maintained profit and loss statement, balance sheet and inventory.
- Consistently entrusted with large sums of money, petty cash, deposits, change orders and bank deposits.
- Proficient with multiple, company-specific database programs, Internet research and Microsoft Office: Outlook, Word, Excel and Access; used all programs daily to manage E-mail and shared calendar, distribute correspondence, produce reports, develop print media, brochures, fliers and pamphlets.

Hybrid – combines both reverse chronological and functional.

#### **2005-08, Executive Assistant, General Marketing, Inc. (GMI), Baltimore**

##### **Project Management**

- Planned and implemented a highly successful “Daughters to Work” day with GMI committee members, including overall event coordination for 85 participants.
- Coordinated logistics for video conferences and offsite meetings among national GMI offices, including travel, accommodations, equipment, and presentation materials.

##### **Training & Communication**

- Provided confidential, executive-level support to President. Handled member and provider concerns with diplomacy, and followed through to ensure resolution.
- Trained, supervised, and motivated Administrative Assistant to Senior VP.

## Functional Resume Skill Categories

Accounting	Administration	Advertising
Analysis	Architecture	Artistic
Auditing	Bookkeeping	Career Development
Clerical	Collection	Communication
Community Affairs/Relations	Community Organizing	Computer Use
Consulting	Contract Administration	Coordination
Counseling	Curriculum Development	Client Relations
Customer Service	Data Analysis	Data Collection/Entry
Data Processing	Data Warehouse Design/Development	Database Design/Development
Design	Drafting	Editing
Education	eLearning	Engineering
Evaluation	Facilitating	Finance
Financial Research/Planning/Analysis	Forecasting	Fund Raising
Graphic Design	Group Work	Human Resources
Human Services	Information Systems	Inspecting/Instruction
Instructional Design	Interpreting	Interviewing
Interviewing/Investigation	Inventory Control	Investment
Layout	Leadership	Management
Market Research	Marketing	Materials Handling
Media Productions	Media Relations	Mediation
Medical Service	Merchandising	Negotiation
Network Design/Development/Administration	Nursing	Office Support
Office/Clerical	OLAP Design/Development	Operations Analysis
Organization	Organizational Development Planning	Personnel
Planning	Political/Public Action	Presentation
Printing	Problem Solving	Product Development
Product Presentation/Demonstration	Production	Program Analysis/Development
Program Development	Program Evaluation	Program Planning
Program Promotion	Promotion	Public Relations
Publicity	Purchasing	Office Assistant/Manager
Quality Control/Assurance	Record Keeping	Reporting
Research	Resource Development	Retailing
Sales	Scheduling	Social Work
Special Events Planning	Staff Development	Supervision
Systems Analysis/Design	Systems and Procedures	Teaching
Team Building	Testing	Training
Volunteer Management	Writing	Youth Counseling

## Transferable Skills

If you are changing industries or fields and do not have direct paid work experience you will want to **show** transferable skills. These are skills you developed in one situation that you can take with you into another, even if the two situations are entirely different. These may be skills you developed through volunteer experiences. It is important to showcase these skills if they are relevant to the positions you are applying for.

**COMMUNICATION:** the skillful expression, transmission and interpretation of knowledge and ideas.

- Speaking effectively
- Writing concisely
- Listening attentively
- Expressing ideas
- Facilitating group discussion
- Providing appropriate feedback
- Tactful
- Insightful
- Negotiating
- Perceiving nonverbal messages
- Persuading
- Reporting information
- Describing feelings
- Interviewing
- Editing
- Sensitive

**RESEARCH AND PLANNING:** the search for specific knowledge and the ability to conceptualize future needs and solutions for meeting those needs.

- Forecasting, predicting
- Creating ideas
- Identifying problems
- Imagining alternatives
- Identifying resources
- Gathering information
- Solving problems
- Setting goals
- Extracting important information
- Defining needs
- Analyzing
- Developing evaluation strategies

**HUMAN RELATIONS:** the use of interpersonal skills for resolving conflict, relating to and helping people.

- Developing rapport
- Being Sensitive
- Listening
- Conveying feelings
- Providing support for others
- Motivating
- Sharing credit
- Anticipate needs
- High energy
- Counseling
- Cooperating
- Delegating with respect
- Representing others
- Perceiving feelings, situations

- Asserting

**ORGANIZATION, MANAGEMENT AND LEADERSHIP:** the ability to supervise, direct and guide individuals and groups in the completion of tasks and fulfillment of goals.

- Initiating new ideas
- Handling details
- Coordinating tasks
- Managing groups
- Delegating responsibility
- Teaching
- Managing conflict
- Coaching
- Counseling
- Promoting change
- Selling ideas or products
- Decision making with others
- Project management

**WORK SURVIVAL:** the day-to-day skills that assist in promoting effective production and work satisfaction.

- Implementing decisions
- Cooperating
- Enforcing policies
- Being punctual
- Managing time
- Attending to detail
- Meeting goals
- Enlisting help
- Accepting responsibility
- Setting and meeting deadlines
- Organizing
- Making decisions

**FINANCE:** the ability to work with data, numbers and customers regarding financial products and services

- Product knowledge
- Targeted goals & deadlines
- Accuracy
- Audit records
- Investigate
- Balance money
- Calculate, compute
- Good communicator
- Analyzing data
- Attention to detail
- Focused

**LEADERSHIP:**

- Decisive
- Arrange & execute events
- Direct projects
- Audit records
- Negotiate
- Persuade
- Influence
- Get results
- Lead teams
- Mediate problems
- Take risks
- Run meetings
- Delegate

## **CREATIVE / ARTISTIC:**

- Create
- Music appreciation
- Expressive
- Write
- Play instrument
- Draw, sketch, paint
- Design
- Dance, body movement
- Perform Act

## **Key Word Optimize**

In order for your resume to be picked up by **Applicant Tracking Systems** you must use key words and phrases in your resume. As you edit the resume for each job you apply, I recommend saving each version. I provided instructions/recommendations for doing so at the end of the email. Be sure to save each new version as a PDF as well, and use the PDF to upload to sites - this will preserve formatting. Below are the areas you can edit to adjust for each job description:

### **Job Titles:**

Directly under your name/contact details are a series of three job titles (Project Manager, Revenue Manager, Analyst). Type in the title listed on the job posting, editing out one of the other titles. Adjust the titles as necessary for each position you apply for.

### **Branding/Profile Statement:**

This is the short paragraph on the 1st page beneath your name/contact details. You may edit words/phrases and sentences to address what each job posting is looking for. So for example if the job posting specifically states a number of times they want someone to give presentations, then you add a sentence that says, "Adept at designing and giving presentations . . . ."

### **Professional Highlights:**

Re-order according to importance and add/edit if there are things a job posting specifically states it wants. So if the company is seeking a top sales earner, the first few bullets should address sales success not presentations.

### **Knowledge & Skills:**

Trade out items within this three column section based on key words within the job posting. If management experience is highlighted over analyzing skills, emphasize that in this section. Use their wording: eg. job posting says Detail Oriented not Detailed, then use the term Detail Oriented.

### **Professional Experience:**

Re-order bullets according to what is important on the job posting. Adjust wording if necessary to meet the key words. It may be a matter of re-phrasing statements. If a posting states it wants someone who uses a "consultative sales approach" then a statement like "Sold \$1,500 in optional services per month" becomes "Sold \$1,500 in optional services per month using a consultative sales approach."

Each time you adjust your resume I suggest re-naming it. The formula I use for saving new versions of the resume is this:

My Name Resume Employer (e.g. Jennifer Fonseca Resume Carnival)

If you apply for more than one position with a company you may also want to list the an abbreviation for the Job Title. This way you are able to refer back to that specific resume when you are called for an interview. Remember to save it as both a Word doc and PDF.

## Profile Statements

A profile statement is generally used at the beginning of a resume for an individual with several years of experience. It is located just below one's name and contact details. It is a short paragraph—3 to 5 sentences that state the skills you bring to the table. Often it lists how many years of experience one has in a given field. Other things often put in a profile statement might be areas of expertise, management or leadership style, top skills. See the resume gallery for examples.

### SUMMARY

More than 5 years' successful experience in customer service and support with recognized strengths in problem-solving, troubleshooting and planning/implementing proactive procedures and systems. Excellent working knowledge of Microsoft Excel, PowerPoint and Windows. Ability to train, motivate, and supervise employees. Self-sufficient, driven, and consistently looking for ways to improve processes. Keen ability to manage in critical & highly charged situations.

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## 26 Powerful Resume Phrases for Profile Statements

1. **Able to bring productive energy**, accuracy and enthusiasm to both individual and group projects
2. **Friendly, positive disposition**, able to converse with a pleasant and uplifting attitude
3. **Persuasive demeanor**, skilled at influencing the opinions & ideas of others and eventually convincing them to try or purchase a product or service
4. **Effective contributor**—capable of voicing opinions about ideas/projects and giving valuable input when needed
5. Always **looking to work beyond** any expectations and deliver exceptional results
6. **Experienced at taking overwhelming, confusing situations** and creating organization, efficiency and productivity
7. **Effective manager**—skilled at accomplishing projects by wisely delegating portions of workflow to those best able to complete certain tasks
8. **Effective counselor/consultant**—able to pinpoint needs of prospects/clients and give beneficial advice when needed
9. **Quick and enthusiastic study**—enjoy learning new skills and technology
10. **Conveniently flexible**—can easily adapt to any changes that may occur within an organization
11. **Effective communicator**—able to clearly relay information, both verbally and in writing
12. Able to analyze a problem/situation, and strategically plan to achieve the best possible solutions

13. **Exceptional motivator**, adept at inspiring others to do the best job possible
14. **Highly creative**, able to think of innovative ideas and solutions
15. **Great problem-solver**, able to outline specific, most cost-effective ways to reach a solution
16. Can successfully take a **project from concept to completion**
17. **Persistent and hardworking**—always striving to meet or exceed set goals
18. Able to **prioritize** and accomplish tasks in a sensible, productive order of importance
19. **Expertise** for functioning effectively in a team environment
20. **Effective at** leading other employees/team members towards achieving specific goals
21. **Effective at** making people feel at ease and comfortable about expressing their thoughts and opinions
22. **Great listener**—able to hear what customer/client is saying and trying to communicate
23. **Skilled at handling multiple tasks smoothly and effectively**
24. **Exceptional** interpersonal skills--capable of interacting with and working with a variety of personalities
25. **Strong work ethic**—always focused on accomplishing tasks/projects as smoothly & effectively as possible
26. **Bonus:** Strong sense of loyalty and commitment

## Professional Highlights

Some resumes use a bulleted list of achievements throughout one's career history. These are generally things like earning significant awards, being named top associate, increasing gross revenues by large sums. You get the idea. This allows an individual to put up top, front and center his/her top achievements instead of burying them below in a sea of bullets. For example:

### Professional Achievements

- Developed and implemented training for new policies, procedures and best practices for military student recruitment, resulting in a 10% enrollment increase for the Fall A 2014 session.
- TEACH Award recipient for exceeding region's performance metrics and outstanding colleague support and development for 3 years in a row within my 5 year career at DeVry University.
- Selected within six months of employment to be part of several specialty teams at DeVry including military specialty teams and engineering specialty teams.
- Implemented a process improvement methodology at Bisk Education focused on student retention resulting in a 15% retention increase for the location.

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### KEY ACHIEVEMENTS & AWARDS

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- Recipient of 2011 CEO WOW! Leadership Award, ranking the top manager in state of Florida.
- Earned prestigious WOW! Star each quarter of 2011, ranking in top 5% of managers. These are highly coveted and qualify winners for additional incentives for continued exemplary work/customer service (TD Bank).
- Led store to #1 out of 1,700 branches in the entire company (TD Bank).
- Top Gun Performer, exceeding loan volume by 365% and deposit growth by 125% of goal. (Wachovia).
- #1 regional manager out of seven regional managers in West Palm Beach market (Wachovia Bank).
- Promoted to greater positions and solicited by industry leaders based upon sales performance.

## Qualifications or Summary of Qualifications

This can be a useful bulleted list for those who need to make sure that they meet particular standards or qualifications in order to be considered for a position. Items that meet this criteria might include the following:

- Ability to speak a foreign language
- Use of particular technical skills, software, hardware
- Required licensure or certifications

## Skills & Abilities | Areas of Expertise

Often resumes of experienced individuals include an easy to read section that lists single word or phrases for skills, abilities, areas of expertise, technical skills, etc. I do not recommend creating a table, as Applicant Tracking Systems (ATS) do not pick these up. You can create tabs, use columns, or use symbols to separate the words or phrases contained in this section. Below are some examples:

### AREAS OF EXPERTISE

Action Planning & Execution  
Account Management  
In-depth Troubleshooting & Problem Solving  
Software Application Support

Training Development & Delivery  
Communication – Tailored to Audience  
MS SQL 2005/2008 Documentation  
Follow through & Accountability

### Areas of Expertise include

Curriculum Development  
Performance Analysis  
Project Management  
Strategic Thinking

Adult Education  
Relationship Management  
Relationship Management  
Training & Development

Process Improvement  
Public Speaking  
Organizational Consulting  
Needs Assessments

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## CORE COMPETENCIES

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TRAINING/MENTORING • MANAGING • COMPLEX PROBLEM SOLVING • ESTABLISHING & MAINTAINING CUSTOMER RELATIONS • DEVELOPING POLICIES & PROCEDURES • CRITICAL THINKING • PROBLEM SENSITIVITY • ANALYZING DATA, INFORMATION & SYSTEMS • ORGANIZING, PLANNING, PRIORITIZING • INFORMATION ORDERING • MONITORING/ASSESSING PERFORMANCE

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## KEY QUALIFICATIONS

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FIELD TECH & TRAINING • HELP DESK MANAGER • CONFIGURATION, MAINTENANCE & TROUBLESHOOTING • TECHNICAL SUPPORT • IT PROJECT MANAGEMENT • TECHNICAL TEAM LEADERSHIP • ACCOUNT MANAGEMENT • LAN/WAN & INTERNET EDGE SOLUTIONS DESIGN & DEPLOYMENT • DNS CONFIGURATION

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## TECHNOLOGIES

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**Programing:** BASIC • COBOL • C&C++ • PASCAL • FORTRAN • VISUAL BASIC • VISUAL C & C++ • HTML • NET OBJECT FUSION • MS ACCESS • PEOPLESOFT • ORACLE • MS SQL • **OPERATING SYSTEMS:** DOS • SERVER 2003 • VISTA • XP WIN7 • NOVELL • O/S2 • MACINTOSH • SCO UNIX • **OFFICE APPS:** MS OFFICE SUITE • PAGE MAKER • ADOBE ILLUSTRATOR & PHOTOSHOP • CORELDRAW! • FREELANCE GRAPHICS • HARVARD GRAPHICS • MICROGRAFX • PAINTWORKS • VISIO • QUARKXPRESS • **REMOTE ACCESS SOFTWARE:** LAPLINK • PC ANYWHERE • PROCOMM • CROSSTALK • CARBON COPY • **INTERNET/NETWORKING:** LAN/WAN • FILE TRANSFER PROTOCOL (FTP) • HUBS • INTELLIGENT HUBS • FIREWALLS • NETWORK CABLING ROUTERS • INTERNET EXPLORER • MOSAIC • FIREFOX • OPERA • SAFARI

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## CORE COMPETENCIES

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Cognitive-Behavior  
Record Management  
Continue Care Planning

Family Systems  
Solution-Focused Brief Therapy  
Group Facilitator/Leader

Group  
Crisis Intervention  
Client Assessment/Evaluation

Types of diagnosis included the following:

Oppositional Defiant Disorder  
Adjustment Disorder  
Dysthymic Disorder  
Encopresis/Enuresis

Attention Deficit Hyperactivity Disorder (ADHD)  
Reactive Attachment Disorder  
Post Traumatic Stress Disorder  
Alcohol Abuse/Dependence

Major Depressive  
Disorder  
Bipolar II Disorder  
Bulimia Nervosa

## Bullets v Paragraphs in Your Work Experience

### Bullet Points

The best way to display your work history is with bullet points. Bullet points after each job allow you to state exactly what you achieved/performed at the job in a manner that draws your attention. Eyes tend to look directly at bullet points naturally. You also do not have to worry as much about being a good writer. Your bullet points should be written like so:

- *Increased sales by 35% within five months.*
- *Restructured sales department to improve efficiency.*
- *Implemented new sales strategy for knick knack division.*

### Paragraph descriptions

Paragraphs are not nearly as effective. Rarely do I suggest individuals use paragraphs to describe work responsibilities. Employers will spend no more than 30 seconds on a resume. It is easier on the eye to do bullet points. It also tends to bore the reader and powerful statements often get lost in the prose.

Look how the same bullet points above would appear in paragraph form:

*When I was working at ABC Sales Company Inc., I increased sales by 35% within five months and completely restructured the sales department to improve overall efficiency. I also organized division-wide changes in sales strategy.*

ZZZZZzzzzzz. Boring. Also, the longer your paragraphs are, the less likely the hiring manager is going to read them. So why do paragraphs at all?

There is some value to paragraphs, and that value occurs when you are both:

- Good at Writing
- Without Any Real Accomplishments

When your work history does not contain any impressive jobs, or you didn't work in a role that allowed you to have any real effect on the success of the company (for example, it was your job to simply check inventory or enter data – useful, but only a small role in the huge company), there are very few ways to make an effective bullet point. Instead, you may wish to go to paragraph form:

*While employed at How & Why Corp., my ability to efficiently respond to customer's needs was constantly tested. My role allowed me to practice empathy, critical thinking skills and excellent customer service.*

This paragraph makes your job sound more glamorous, and though it doesn't draw the eye toward it in the way bullet points do, it is an effective way of writing your history for these types of positions.

### **Does it Paint a Pretty Picture?**

After you write your resume, post it on your wall, take a few steps back and ask yourself the following:

- Does it look clean, professional and nice?
- Is it easy to read?
- Does it look like awkward?

By stepping back you are able to look at your resume as a whole piece. You are able to see the collection of bullets, tables and paragraphs. If it looks awkward to you, then it will look awkward to a Hiring Manager. While content trumps design, this is still an important element to consider.

Look at the below examples of bullets. Which one looks better to you?

Example 1:

- This is a short bullet.
- This is a long bullet and while the content is solid, its placement is awkward.
- This is a short bullet.

Example 2:

- This is a short bullet.
- This is a short bullet.
- This is a long bullet however, the content is solid and its placement here looks best.

## How to Write Powerful Accomplishment Based Bullets

- Write **accomplishment & achievement** based bullets—NOT job descriptions! Those are boring and likely don't show the employer what you really excel at.
- Begin with **past tense verbs** (e.g. managed, administered, created)
- No first person phrases (e.g. My responsibilities included, I preached, etc = no no)
- Showcase your **contributions** (e.g. Volunteered as interim pastor, serving congregation of 300 with 3 services a week.)
- **Show, don't tell** (e.g. Organized evangelistic outreach to community gathering over 150 Christmas gifts and distributing over 400 hot meals to families.)
- **Highlight achievements** (e.g. Selected out of 5 candidates to serve as interim pastor.)
- **Quantify**: anytime you can use a #, \$ or % do it!
- **Priority Order** them! Always list from most relevant/impressive to least.

Bullets That Tell	Bullets That Show
Filed documents.	Reorganized office filing system, including over 1,000 office files, in under 3 hours.
Valuable sales employee.	Contacted and maintained strong relationships with new customers resulting in an increase of sales by 12%
Trained employees.	Trained 19 employees in sales, customer service, and machine operation over the course of two weeks.
Planned programs.	Organized and executed 6 programs over a 4 month period covering topics such as study skills, stress reduction, and roommate relations.
(If you were Ben Carson 😊) Performed brain surgery.	Successfully performed brain surgery in 6 hours by removing a 5 centimeter tumor from the left hemisphere of a 12 year old's brain.

## Questions to Ask Yourself to Write Better Bullets

- What am I most proud about- remember that it isn't so much what you did, but how you did it. (e.g. how did you make a difference?)
- How did I do my job differently than any other?
- How was my role different from others?
- What did people recognize me for consistently?

## Resume Gallery

The following pages contain examples and samples of resumes from students both in the program and those who have graduated from the program.

NOTE: The following items may have been changed/edits

- ✓ Font sizes have been adjusted in order to better format resumes in the gallery
- ✓ Personal information to preserve privacy
- ✓ Content of items to better show you how to write a good resume

# NAME

Address, City, ST Zip Code  
000-000-000 | [email@gmail.com](mailto:email@gmail.com)

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## PROFESSIONAL HEADLINE

Type a professional profile here. It should be three to five sentences stating qualities and characteristics that you possess and which match what the job posting is seeking in an ideal candidate. Alternatively you could make a bulleted list of key achievements or qualifications that make you a good fit for the position.

## SKILLS & ABILITIES

Skill 1	Long Skill 2	Skill 3
Skill 4	Long Skill 5	Skill 6
Skill 7	Skill 8	Skill 9

## KEY QUALIFICATIONS/PROFESSIONAL HIGHLIGHTS

- Achievement – may list three to five of things which are related to the position you are applying for and which showcase your strengths.
- Achievement 2 – what are you most proud
- Achievement

## EDUCATION

**Palm Beach Atlantic University**, West Palm Beach, FL MO/YYYY  
Degree | Track or Concentration

- GPA (if above 3.2)
- Awards—Description

**School 2**, City, State MO/YYYY  
Degree & Major | Minor in XYZ

- GPA (if above 3.2)
- Awards—Description

## RELATED EXPERIENCE

**Employer/Organization**, City, ST YYYY-YYYY  
*Position Title*

- Accomplishment Bullet – how did you make a difference at this organization
- Accomplishment Bullet – what are you most proud of that you did? What was the result?
- Accomplishment Bullet

**Employer/Organization**, City, ST YYYY-YYYY  
*Position Title*

- Accomplishment Bullet
- Accomplishment Bullet

## Name P.2

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**Employer/Organization, Con't**

*Position Title*

- Accomplishment Bullet
- Accomplishment Bullet
- Accomplishment Bullet

**Employer/Organization, City, ST**

YYYY-YYYY

*Position Title*

- Accomplishment Bullet
- Accomplishment Bullet
- Accomplishment Bullet

### OTHER PROFESSIONAL EXPERIENCE

**Employer/Organization, City, ST**

YYYY-YYYY

*Position Title*

- Accomplishment Bullet
- Accomplishment Bullet
- Accomplishment Bullet

**Employer/Organization, City, ST**

YYYY-YYYY

*Position Title*

- Accomplishment Bullet
- Accomplishment Bullet
- Accomplishment Bullet

### TRAINING & CERTIFICATIONS

- Certification Title, Organization Who Provided It, Date
- Training Name, Organization Who Provided It, Date

# Robert Daley

XXXX Cranes Nest Way, West Palm Beach, FL 33401

xxx-xxx-xxxx | yourname@gmail.com

## EDUCATION

<b>Master's in Business Administration</b>	<b>2016</b>
Palm Beach Atlantic University, West Palm Beach, FL	
<b>Bachelor's in Business Administration, Finance</b>	<b>2008</b>
Kent State University, Kent, OH	

## PROFILE SUMMARY

- Experienced professional with 4 years in loss mitigation, mortgages, loan modifications and short sales.
- Excel at closing loan modifications saving investors \$400k monthly while making affordable monthly payments for the barrower.
- Proactive approach resulting in turning a 9 billion dollar portfolio into an 11 billion dollar portfolio within one year.
- Excellent interpersonal, analytical, and organizational skills.
- Excel within highly competitive environments where leadership skills are the keys to success.
- Effective team leader with the skills necessary to direct, train, and motivate a team to its fullest potential.

## PROFESSIONAL EXPERIENCE

Wells Fargo, North Olmsted Ohio 2009– 2013

### Loan Adjuster Specialist

- Responsible for reviewing and adjusting collections portfolios to reduce delinquent loans within the framework of company and investor guidelines.
- Develop tactics to decrease loss and increase profitability within the: FHLMC, FHA, VA, Wells Owned and Pick a Pay investment portfolios.
- Devise and implement innovative Excel spread sheets to help improve productivity and eliminate bad loans. improving pipeline productivity within the office and district.
- Counseled barrowers in personal finances to avoid future delinquency.
- Cross-sell banking services and products to barrowers.
- Participate in community events to position the bank as a leader within the territory.

### Highlights

- Generated more than \$1.9 million in loss prevention in one month.

U.S Army, Fort Campbell Kentucky 2000– 2004

### Petroleum Supply Specialist

- Risk Management.
- Inventory Management and Distribution.
- Documenting/Record Keeping.

### Highlights

- Combat Medals: Operation Enduring Freedom, Operation Iraq Freedom, The War On Terrorism, Bronze Stars (2), Army Commendation Medal (4), Army Achievement Medal, Certificate of Achievement in Aviation Safety, Combat Life Saver.

**JIMMY JEAN-BAPTISTE**


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1000 Fosters Circle, Boynton Beach, FL 33436 • (561)777-7777 cell • Jimmy\_Jean-Baptiste@pba.edu

**EDUCATION**

Palm Beach Atlantic University  
*Masters in Business Administration*

*West Palm Beach, FL  
 Anticipated graduation May 2014*

Palm Beach Atlantic University  
*Bachelor of Science in Organizational Management*

*West Palm Beach, FL  
 Aug 2006 to May 2009*

**WORK HISTORY**

Senior Mailroom Specialist  
*Palm Beach Atlantic University.*

*West Palm Beach, FL  
 Jan 2011 to present*

- Managing budgets and controlling expenses.
- Making copies and Ensures convenience copiers are working properly via daily inspections.
- Preparing management reports and financial summaries using Microsoft Excel detailing Departmental financial status.
- Responds to and coordinates all service call required by faculty and staff.
- Maintains records for management reports and inventories of supply needed.
- Calculates charges for jobs performed and maintains billing logs.

Mailroom/Copy Center Assistant Manager  
*IST Management, Inc.*

*West Palm Beach, FL  
 April 2005 to Jan 2011*

- Supervised, trained and evaluated staff.
- Processed payroll
- Maintained confidential personnel files including salary histories, performance evaluations, time sheets, attendance records, job applications and resumes
- Assisted in the implementation of new locations and training of new employees.
- Sorted and distributed incoming mail and packages through the use of computerized mail database.
- Processed outgoing mail and packages through the use of postage machines.
- Checked completed copy jobs for quality and accuracy.
- Delivered completed copy jobs to end-users.
- Obtained proof of delivery of incoming packages by secured electronic signature of end-user on Palm Pilot device.

Cash Application  
*Praxair Healthcare Services*

*Waltham, MA  
 Jul 1998 to Feb 2005*

- Generated bank deposits, verified and balanced receipts.
- Ensured accurate and timely processing of accounting data.
- Created invoices and tracked overdue accounts.
- Researched and resolved billing and collections disputes.
- Reconciled cash daily and at month end.

**SOFTWARE/SYSTEM SKILLS**

Proficient in Microsoft Word, Peachtree, Excel, PowerPoint, and internet based research programs.

**LANGUAGE SKILLS**

Fluent in English, French and Creole.

# Denise Carlgren

1234 Village Blvd ~ West Palm Beach 33409 ~ Cell: 561 123-4567 ~ [denise\\_carlgren@pba.edu](mailto:denise_carlgren@pba.edu)

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## SUMMARY OF QUALIFICATIONS

Goal oriented business controller with in-depth experience in financial reporting, analysis, forecasting and budgeting. Experience in leading and participating in development projects as well as training new employees. As a former professional basketball player, I have the quality of a team player together with the ability to direct a group to achieve a common goal and accomplish a given tasks. Core competence include:

- Financial Reporting
- Monthly, Quarterly and Year-End reporting
- Budget and Cost Forecast
- Staff Training
- Fluent in English and Swedish

## WORK EXPERIENCE

Swedbank – Stockholm 01/2012-(Study leave during the MBA program)

### **Business Controller in the Financial, Analytical and Reporting Group**

Selected to be the sole controller of the department's budget and cost forecast, the fund-transfer-pricing project, balance sheet and training new employees in reporting and analyzing. Responsibilities also included analyzing and reporting the profit and loss to the CFO and external auditing firm. In charge of reporting layout, data quality analysis and infrastructure from the business side within the FTP and P/L project.

#### *Key Accountabilities and Accomplishment:*

- Completed the P/L project as well as the FTP-project on time and within budget, where new infrastructure, method of calculation, and reporting were accomplished.
- Analyzed and followed up the costs contributed the department, find ways to cut/keep cost down. Year-end 2014 the cost for Group Treasury decreased by ~10% from previous year and forecasted budget.
- Analyzed the balance sheet of the department and presenting information regarding the changes to the external auditing firm.
- Wrote and distributed information to management, CFO and Investor relation.
- Presented results and information to other departments.
- Oversaw the Buy/sell process and cost forecast.

Swedbank – Stockholm

09/2011-12/2011

### **Liquidity Reporter**

Recruited as second in line to control and report the LCR and NSFR for Swedbank to the Swedish Financial and Supervisory Authority.

#### *Key Accountabilities:*

- Produced, controlled and reported the LCR and NSFR.
- Produced various liquidity reports, daily, weekly as well as monthly.

Swedbank – Stockholm

06/2011-09/2011

### **Assistant Client Management**

Employed as the only summer intern responsible for the Client management team's assignment during vacation time. Created, sent and assisted with invoices, bookkeeping expenses and transactions, and controlling limits regarding collateral.

#### *Key Accountabilities:*

- Invoicing up to 100 clients and assisting them with eventual questions.
- Bookkeeping.
- Controlled various limits.

Northwood University: Provost's Office – West Palm Beach, FL

03/2010-04/2011

**Student Assistant to Executive Assistant**

Employed to assist with invitations and material to board of director meetings, creation of business letters, organization of various campus event, order supplies and filing.

*Key Accountabilities:*

- Assisted with material and preparation for meetings held by the Provost.
- Helped arrange campus events.
- Created business letters, invitations, mailing lists etc.
- Office maintenance; filling, order supplies.

Clarendon – New York, NY

07/2010-08/2010

**Summer Intern**

Recruited to work in the Financial and Program Accounting department to organize the filing and administration of schedules and financial reports. Worked closely with the implementation of their new IT System called Keystone.

*Key Accountabilities:*

- Filed and organized various financial data.
- Tested and entered data into the new IT system.

**ACHIEVEMENTS**

Northwood University Women's Basketball – West Palm Beach, FL

08/2008-06/2011

**Starter/Captain Senior year**

Received Basketball Scholarship for Northwood University Women's Basketball 2008-2011. Honored with Defensive Player of the Year for Northwood University Women's Basketball all three seasons. Honored with All-Star Academic Team in the Sun Conference 2010-2011

Distinguished Women Award Gala – Dallas, TX

07/2010-08/2010

**Presenter**

Nominated by the Executive Assistant at Northwood University and selected out of over 6000 students to participate and present during the Distinguished Woman Award Gala in front of ~100 persons.

Solna Viking Women's Basketball – Stockholm, Sweden

2004-2007

**Professional Basketball Player**

Won the Swedish Championship in 2006.

Swedish National Team in basketball – Stockholm, Sweden

2003-2007

**Youth Player**

Participated in Under 15-20 Swedish national team and played in the Nordic and European Championship.

**Volunteer/Community Service** – West Palm Beach, FL

- American Lung Association
- Homecoming Tailgating Event
- Making Strides Against Cancer
- Veteran's Day Parade

**EDUCATION**

**Palm Beach Atlantic University** – West Palm Beach, FL

08/2016

*Master of Science Business Administration*

**Northwood University** – West Palm Beach, FL

05/2011

*Bachelor of Science International Business Administration and Management*

- Received Academic Scholarships: NU Free Enterprise Scholarship.
- Graduated Salutatorian.
- Awarded the 4 year International Business Award for Outstanding Academic Achievements.

**Ruth L. Jones**  
**111 Sable Pine Circle, Apt. D5, West Palm Beach, FL 33417**  
**Ruth\_jones@pba.edu | 561-333-3333**

### QUALIFICATIONS

Exceptional administrative support, data entry, customer service, mentoring, and interpersonal skills. Effective in interacting with senior management and all levels of staff. Accomplished planner, organizer, and training and development with supervisory experience. Key competencies include strong attention to detail, accuracy and timeliness in all endeavors; motivated approach to my daily work; and dependable and reliable in all facets of my performance. Self-starter, detail oriented, and quick learner ready to make a difference in a leadership position.

### EXPERIENCE

**Express Employment Professionals – West Palm Beach, FL**  
**Front Office Coordinator**

*Oct 2015 to Dec 2015*

- Served in a temporary capacity while attending school full time.
- Presented the first impression of the company as the first point of contact for all visitors.
- Greeted visitors with a smile and make them feel welcomed and answered all incoming calls.
- Reviewed all incoming applications for completeness and accuracy before distributing to specific staffing consultant.
- Scheduled over 35 interviews daily.
- Assisted candidates with any questions about application process, payroll, and PTO.
- Processed I-9's through e-verify and background checks.
- Audited associates' files on weekly to ensure all forms are received, accurate, and signed.
- Ensured all timecards are received and accurate and processed payroll for 150 employees.

**Hospice of Palm Beach County – West Palm Beach, FL**  
**Data Entry Specialist II**  
**Data Entry Specialist**

**Oct 2008 - April 2013**

*Oct 2010 to April 2013*

*Oct 2008 to Oct 2010*

Accomplishments:

- Promoted based on excellent work performance
- Assigned to attend system upgrade training to train other staff members on upgrades
- Help create and implement new rules and procedures

Responsibilities:

- All responsibilities of Data Entry Specialist I with below added responsibilities.
- Prepared monthly financial reports, mailings and email blasts.
- Trained and provided professional development of Data Entry Specialist I.
- Developed and implemented new training procedures.
- Scheduled volunteers for department and mentor them on assigned work.
- Ordered and oversaw tribute plaques and bricks for memorial programs.
- Provided clerical support to department Directors as needed.

**Data Entry Specialist**

*Oct 2008 to Oct 2010*

- Assisted internal and external customers with various questions and work related activities.
- Updated and set up new donor records while ensuring overall accuracy and consistency into Raiser's Edge.

## Ruth L. Jones | Page 2

### **Data Entry Specialist, Con't**

- Scanned check receivables for deposit to the bank.
- Processed credit card receivables through Raiser's Edge.
- Entered receivables into donors' records in Raiser's Edge
- Sent out 250 donor thank you letters on a bi-annual basis.
- Scanned receivables backup into Fortis

### **Gresham & Associates, Inc. – West Palm Beach, FL**

#### ***Accounting/Administrative Clerk***

***Dec 2007 to Oct 2008***

- Assisted internal and external customers with various questions and work related activities.
- Updated/Set up customer accounts.
- Mailed Finance Letter and Invoices.
- Opened, sorted and scanned incoming mail into Image Right and task mail to correct person.
- Researched businesses online to preform lost run report.

### **Fidelity Federal Bank & Trust – West Palm Beach, FL**

***March 2002 - April 2007***

#### ***Accounting Representative***

***2004 to April 2007***

##### **Accomplishments:**

- Learned job in three days when it normally takes others approximately one month to learn.
- Assigned to attend conversion training to train branch staff on new teller program
- Consistently completed wire transfers in two hours instead of acceptable four hour time requirement
- Consistently completed all work prior to the 2:00 PM deadline for work
- Continuously satisfied high volume of customers, including approximately 100 customers on busy Fridays
- Received only one customer complaint during five-year career at Fidelity Federal Bank & Trust

##### **Responsibilities:**

- Assisted internal/external customers with various questions and work related activities.
- Reconciled general ledger accounts/reports while ensuring overall accuracy and consistent.
- Enter invoices into database.
- Generate and mail checks.
- Post payments to accounts.

### **Customer Service Supervisor**

***2003 to 2004***

##### **Accomplishments:**

- 100% accuracy of Branch remaining in balance
- Created contest to encourage staff members to cross sell
- Earned the trust of eight regular customers who always requested my service

##### **Responsibilities:**

- Supervised teller staff of between six to eight employees; monitored workflow, productivity and overall accuracy of staff.
- Regularly provided guidance to staff with customer service related questions.
- Oversee training and development of teller staff.
- Ordered, received, and balanced the daily Federal Reserve cash supply.
- Balanced the vault containing approximately \$300,000, as well as balancing my own cash drawer.
- Motivated team members while also maintaining and delivering outstanding customer service to internal and external customers.

## Ruth L. Jones | Page 3

*Financial Service Representative II/ Referral Specialist*

*2002 to 2003*

Accomplishments:

- Honored as one of the top branches for sales in April 2002, May 2002, and June 2002
- Exceeded the weekly team average twice: once in Sept 2002 and again in Feb 2003 for opening of new accounts resulting in favorable commendations
- Met 100% of my goals in April 2002, May 2002, and June 2002 (only three other branches out of 50 branches met this same goal)

Responsibilities:

- Processed varied types of bank transactions using the Bysis Terminal System and balanced the cash drawers.
- Delivered outstanding customer service and sales assistance to customers.
- Provided helpful information to new account customers.
- Mentor for new tellers.

### EDUCATION

**Palm Beach Atlantic University, FL**

Master of Science in Leadership Development, May 2017

Bachelor of Science in Organizational Management, August 2015, Cum Laude.

## Veronica E Uribe

Royal Palm Beach, Florida 33411 561-777-8989

[veronica\\_uribe@pba.edu](mailto:veronica_uribe@pba.edu)

<https://www.linkedin.com/in/veuribe>

**Human Resources Manager** with over 5 years of experience in office management specializing in Human Resources, Benefits Administration and Payroll who effectively manages project tasks requiring interaction with multiple departments. Focus on developing efficient processes using knowledge of HRIS, payroll, benefits, employee relations, training, development and auditing.

### Key Strengths

- ADP Workforce Now
- Payroll, Time, HRB, ACA
- Carrier connections and COBRA
- Document Management
- Excellent Interpersonal Skills
- HR Policies and Procedures
- Group Benefits and Open Enrollment
- HRIS Implementation and Migration
- Languages - English and Spanish
- Strategic Planning
- Multicultural interaction
- Organizational Effectiveness
- Paychex Payroll and TLO
- Proficient in Microsoft Applications

### History of Accomplishments

#### THE KING'S ACADEMY, West Palm Beach, FL -- **Human Resources Manager**, 2015 - 2016

Administered Human Resources and Benefits for 350+ employees and processed bi-weekly payrolls.

- Promoted to established brand new Human Resources Department after implementing ADP Workforce Now Payroll, Time Keeping system and Employee Portal for 350+ employees
- Administered Human Resources and Benefits for 350+ employees
- Processed bi-weekly payrolls for 350+ employees in a timely and accurate manner
- Maintained and kept in compliance personal files, section 125 (POP), EEO-1, FLSA, Workers Compensation, ACA and Cobra
- Implemented ADP Workforce Now HR Essential and ACA modules to comply with IRS 1094-C and 1095-C reporting
- Conducted 100+ background checks, orientations and training for new hires from start to end through FDLE, DCF and E-Verify

#### THE KING'S ACADEMY, West Palm Beach, FL -- **Payroll/Business Office Assistant**, 2014 - 2015

Administered all receivables for the Business Office and processed bi-weekly payrolls.

- Coordinated and negotiated the conversion of the HRIS system saving the organization 24K annually
- Processed bi-weekly payrolls, time and attendance reports, personal records ensuring all data was updated within organizational Human Resources System
- Managed Accounts Receivable in Renweb Accounting System and set up Tuition Automatic Deductions (ACH) for 200+ accounts
- Provided outstanding customer service to 700+ families and administered Summer Camp Billing System

#### CHRIST FELLOWSHIP CHURCH, Palm Beach Gardens, FL -- **HR Administrator**, 2012 - 2014

Administered benefits and processed semimonthly appropriate changes in the payroll system.

- Lead ADP Workforce Now Enhanced Benefits, Cobra, VOE, Paid Time Off and Benefits Carrier Connections implementation for 190+ employees
- Prepared semimonthly payroll for 300+ employees and made appropriate changes and updates in the system with new hires, updates, terminations, benefits enrollments
- Administered all FMLA, STD, LTD, workers compensation and life insurance claims for 190+ employees
- Trained and completed new hire registration on ADP Time & Attendance and Payroll System for 300+ employees
- Implemented compliance with applicable government regulations and ensured timeliness of required filings

#### CHRIST FELLOWSHIP CHURCH, Palm Beach Gardens, FL -- **Contributions Supervisor**, 2007 - 2009

Supervised and processed organization's weekly contributions for multiple campuses.

- Generated quarterly and annually in-house contributions statements
- Recruited, trained and supervised 15+ employees and volunteers in the contributions department
- Maintained internal controls regarding cash handling and created a policies and procedures manual
- Scheduled armored courier for deposit transfers to bank
- Produced weekly contributions reports for the Executive Team

### Education and Training

Bachelor's Degree - Organizational Management, Palm Beach Atlantic University, West Palm Beach, FL

### Occupational Licenses & Certificates

Certifications - ADP Payroll, HR, Benefits, Time, Cobra, ACA and Portal Administration

### Professional Associations

**Member** - Society for Human Resources Management (SHRM)

**Member** - Human Resources Association of Palm Beach County (HRPBC)

**KATHLEEN NICOLE DOOLE**

1001 Virginia Avenue  
West Palm Beach, FL 33401

(561) 555-5555  
Kathleen\_Doole@pba.edu

**SUMMARY**

More than 5 years' successful experience in customer service and support with recognized strengths in problem-solving, troubleshooting and planning/implementing proactive procedures and systems. Excellent working knowledge of Microsoft Excel, PowerPoint and Windows. Ability to train, motivate, and supervise employees. Self-sufficient, driven, and consistently looking for ways to improve processes. Keen ability to manage in critical & highly charged situations.

**AREAS OF EXPERTISE**

Action Planning & Execution	Training Development & Delivery
Account Management	Communication – Tailored to Audience
In-depth Troubleshooting & Problem Solving	MS SQL 2005/2008 Documentation
Software Application Support	Follow through & Accountability

**PROFESSIONAL EXPERIENCE**

**Campus Management Corporation, Boca Raton, FL**

**2010–Present**

***Service Delivery Coordinator***

Dynamic project role that focuses on the technical and knowledge needs of the Client Services department.

- Transitioned clients from Professional Services to Client Services: Improving customer satisfaction level by setting the Client Services Support expectations.
- Created onboarding program for Client Services based on software, processes, and troubleshooting: New program allowed analysts to achieve a 80% case closure rate by 90 days which previously took 6-9 months.
- Started & published monthly Client Services Newsletters: Significantly improved employee communications while improving employee moral by including employees at all levels in the creation of each article published and overall content.
- Worked with a team to revise and maintain the Client Services' electronic tools: Designed a more user friendly layout for the SharePoint portal to allow the Client Services team to more easily access the information needed on a day-to-day. As the usage of the tools increased, productivity was increased by 30%.
- Created, coordinated and/or provided over 100 training sessions that vary from product specific to process and procedure: This was an increase of 60% over the previous year's helping the department build more knowledge.
- Created and ran reports and create queries: This helped identify patterns and issues to be focused on.
- Evaluate new software releases: Recommend and coordinate training needs to the management team.
- Coordinated Annual and Regional conference for Client Services: Improved the efficiency and overall customer experience.

***Support Analyst II***

**2010**

Provide level 2 application support of CampusVue Software.

- Maintained a 4.55 satisfaction survey on a rating 1 to 5; 5 being best.
- Dedicated Support Analyst for one of the largest clients: Provided on-site support with client twice a year as well as maintained weekly calls to improve overall customer service and relationship.

**Support Analyst II, Con't**

- Worked closely with development and Product Management to resolve all Gainful Employment related issues: Allowed customer to have one single point of contact to resolve any issues directly related to government regulations.
- Nominated for STARS (employee recognition program) award for Customer Focus.
- Organized a deployment of an exceptional patch (fixes and private fixes) to all clients: Insuring the proper application of fixes to customer environments and minimizing down time.
- Set department record for case closures in 1 month and maintained a 5.70 survey satisfaction rating.
- Accurately escalated cases with all pertinent information to Development teams and/or Level III Analysts for a quicker resolution.
- Attended annual conference: Providing on-site support to clients which helped improve client relationships.

**Keiser Career College, Greenacres, FL**

**2009–2010**

**Admissions Coordinator/Trainer**

The Essential Duties and Responsibilities of an Admissions Coordinator are the following:

- Called, toured, enrolled, packaged and started prospects (average six enrollments a week).
- Created training handbook for all of Admission's Coordinators.
- Obtained registration fees for past due accounts with 89% efficacy.
- Completed admissions paperwork and applicant files for over 500 perspective students.
- Personally followed up with over 200 students prior to start date to ensure readiness for matriculation.
- Assessed 150 student's progress every semester and generated reports for each dean.

**Intelligent Office, Palm Beach Gardens, FL**

**2008–2009**

**Administrative Assistant/Technical Support/Account Manager**

- Programmed software for over 90 clients' phone numbers, voice mail, email, etc.
- Answered minimum of 150 phone calls per day.
- Followed up with new clients on a weekly basis ensuring service plans met the need of their business.
- Set up new clients with service plans.
- Followed up with clients for contract renewals, with 75% renewal rate.

**Florida Career College, West Palm Beach, Florida**

**2006–2008**

**Admissions Representative**

- Called, toured, enrolled, packaged and started prospects with an average of four enrollments a week.
- Generated a 70% show rate for 1st start, and earned 10th place overall in company for starts from February to May out of 91 representatives.
- Set up new appointments from leads from 2005-2007.
- Averaged 300 calls a day, 8 appointments set a day, 4 Interviews/day show and 1 Enrollment per day.
- Promoted to Admissions Representative for meeting Appointment, Interview and Admissions goals.

**EDUCATION**

**Bachelors of Science, (BS) Organizational Management, West Palm Beach, Florida**

Concentrations in Human Resources and Organizational Behavior

Expected to Graduate in 2015

# Deidre Ann Burrs

4567 Sable Pine Circle  
West Palm Beach FL., 33417

561-555-5555  
Deidre\_Burrs@pba.edu

## Professional Profile

Driven, responsible, and dedicated second year MSW student at Florida Atlantic University proven to be solution focused and outcome driven. Has 5+ years of demonstrated ability in successfully executing programs through collaboration, and bringing accountability and attention to detail to each task. Currently works in fast paced environment researching and analyzing information in a customer service context.

## Education

**Master of Social Work:** Concentration in Children and Families, May 2016

Florida Atlantic University, Boca Raton, FL., Expected graduation

- G.P.A 3.86
- Internship: Legal Aid Society of Palm Beach County: Foster Children's Project

**Bachelor of Science in Organizational Management,** May 2013

Palm Beach Atlantic University, West Palm Beach, FL

- G.P.A 3.94
- Alpha Sigma Lambda – The Premier National Honors Society for Adult Students in Higher Education.
- Catherine T MacArthur School of Leadership Outstanding Graduate – Spring 2013.
- Dean's List 2011 - 2013

**Teacher's Diploma in Music Education,** November 2003

Edna Manley College of Visual and Performing Arts, Kingston, Jamaica

## Related Experience

**Permanency Planner Intern,** August 2013 – April 2014

Legal Aid Society of Palm Beach County: Foster Children's Project, West Palm Beach, FL

- Regularly acknowledged for advocacy on behalf of parents and children for additional services, placement suggestions, and adding additional insight.
- Consistently recognized for attention to detail, and clarity in visitation notes.
- Analyzed progress and identified needs during visitation with children and their caregivers/parents in pre and post placement homes.
- Represented the agency at permanency staff meetings and court hearings.

**Administrative Assistant,** January 2005 – July 2013

First Seventh-day Adventist Church of Riviera Beach, Riviera Beach, FL

- Coordinated bi-yearly church directory 2009 & 2011. This included sourcing and contacting the Directory Company, accommodating their specifications; and promoting the event via flyers, announcements, reminder cards, and phone calls. This resulted in 85% & 92% turn out respectively.
- Designed and customized flyers, cards, the weekly bulletin, and other documents using Microsoft Publisher and Word.
- Planned and organized religious and social activities within the church and community.
- Represent the organization at various trainings and meetings.

### ***Volunteer and Youth Leader***, January 2005 – July 2013

First Seventh-day Adventist Church of Riviera Beach, Riviera Beach, FL

- Co-Founded and directed the Riviera Beach Gators Pathfinder Club 2005 – 2010. Under my leadership adopted the club: Dyer Park 2007 – 2009.
- Volunteered at Quantum House – St. Mary's Children's Hospital 2009.
- Served at the Pleasant City Thanksgiving Dinner 2010.
- Participated in a Camporee 2007.

### **Other Experience**

#### ***Volunteer Teacher Assistant***, August 2004 – December 2006

Bethel Junior Academy (Formerly Palm Beach Bilingual), Riviera Beach, FL

- Performed classroom duties as assigned for Kindergarten and Grades 1-2.
- Substituted in all grades as needed; Pre-K – 8.
- Taught grades 5 through 8 students to play chimes which were performed at the school rally, graduations, and church services.
- Directed a musical to promote and raise funds for the school.

#### ***Customer Service Representative***, September 2011 – January 2013

Shadro Enterprises Inc., Ft Lauderdale FL

- Provided telephone customer service support for Sears Holding Co-operation and Royal Caribbean International.
- Placed and tracked orders for Sears Holding customers with 95% accuracy expectation.
- Created cruise reservations for Royal Caribbean travel partners with 100% accuracy expectation.

#### ***Customer Service Performance Facilitator and Business Owner***, March 2013 – present

Comperville Advantage Inc., West Palm Beach, FL

- Contracted with Arise Virtual Solutions Inc.
- Researched company resources on policies and procedures to provide real time support and clarification on a virtual platform to telephone customer service representatives specifically for Royal Caribbean International.

## **BRIAN P. RUSH**

1234 W. Gun Club Road, West Palm Beach, FL 33415

Brian\_rush@pba.edu / (954)222-2222

### **QUALIFICATIONS**

Thirty years' experience at federal, county and city government levels. Proven command staff ability to identify problems and implement practical solutions with cost saving outcomes. Able to work effectively with people of various cultural backgrounds, ages, and socioeconomic classes.

#### Key Skills & Abilities

- Staff training and supervision
- Community-bases healthcare interventions
- Licensed and certified Firefighter and Paramedic

### **PROPERTY MANAGMENT**

#### **North Beach Village, Fort Lauderdale, FL**

##### **Director of Special Operations, 2010 to 2013**

- Promoted within 1 year to a position specifically created due to my areas of expertise
- Oversaw daily operations of mission-critical departments
- Entrusted with \$60,000 of discretionary spending budget for emergencies
- Designed and implemented village wide WIFI mesh network, with secure access for employees
- Lead commander for emergencies including Natural Disasters and Man-made

### **FIRE RESCUE**

#### **Med-Event, New York, New York**

##### **Founder & Paramedic, 2000-present**

- Founded, with 7 other individuals, this Harm Reduction organization after 2 individuals died on a dance floor after unintentional use of club drugs
- Worked in all major cities in North America at events such as music festivals, raves and other large scale gatherings (1,500 – 10,000) promoting safe-sex, and reduction of Drug use through intervention, education and helpful resources
- Provided on-site HIV testing
- Served as lead paramedic at events hosting up to 5,000 attendees
- Appointed 1<sup>st</sup> representative from organization to serve as liaison with healthcare providers in Europe

## **Brian P. Rush, P. 2**

### **Palm Beach County Fire/Rescue, West Palm Beach, FL**

**Driver Engineer/ Paramedic, 1995 to 2013**

- Served in Command Staff position for emergencies 12 years, specializing in Communications
- Oversaw the re-establishment of communication between headquarters and out stations after disasters such as hurricanes, tornadoes and floods
- Taught over 3,000 people CPR over the course of 10 years
- Named Fire/Fighter of the Year 1995
- Named Driver Engineer of the year in 2013, out of 1500 member department

## **EDUCATION & CERTIFICATIONS**

**Palm Beach Atlantic University, West Palm Beach, FL**

**Bachelor of Science in Psychology, Expected 2015**

The following certifications are all current:

- Paramedic, current, PMD 501847 (State)
- Emergency Medical Tech, since 1987, current, EMT57315
- Healthcare Provider, AHA, Current, Past CPR instructor
- ACLS Provider, AHA, Current
- Pyrotechnic engineer
- Chuffer license, current, Broward County, FL 42506

## **ORGANIZATIONS**

- International Association of Fire Fighters, AFL-CIO-CLC
- National Honor Society of Order of the Arrow, BSA
- Med-Events, National Harm-Reductions organization
- National Registry of Emergency Medical Technicians (past EMT paramedic)

# Tiffany Gilpin

901 South Olive Ave - West Palm Beach, FL 33401

xxx-xxx-xxxx - email@ymail.com

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## **Education:**

Bachelor of Science Degree in Psychology  
*Palm Beach Atlantic University*

Expected May 2016  
*West Palm Beach, FL*

## **Experience:**

### **Assistant Manager**

*Christ Fellowship Church: Bookstore*

November 2013 – Present  
*Wellington, FL*

- Dealt with 25 – 30 customers per shift
- Received and completed 8% of orders for the company and for its consumers
- Took leadership role when manager was not present
- Firmly acquainted in company's' product set up
- Worked quickly and efficiently under pressure

### **Telephone and Internet Counselor**

*Office of Admissions: Palm Beach Atlantic University*

Sept 2012 –Apr 2013  
*West Palm Beach, FL*

- Developed magnificent multitasking skills
- Directly brought in approximately 5% of the university's 2014 incoming students
- Discussed the academic and financial benefits Palm Beach Atlantic offers
- Spoke to approximately 40 – 50 future students per shift
- Promoted Palm Beach Atlantic through direct contact via open houses and campus tours

### **Administrative Assistant**

*Gillo Realty Corporation*

June 2012 – Aug 2013  
*Amityville, NY*

- Captured the interest of clients inquiring about company services
- Directed all incoming, outgoing, and transferring calls
- Promoted the company via social network Facebook, saw client interest increase
- Spoke to 30% of home buyers and renters about available home listings
- Typed, organized and filed various documents

## Ariana Lorenzo

Address, City, ST Zip  
xxx.xxx.xxxx | email@gmail.com

### Education

**Palm Beach Atlantic University**, West Palm Beach, Florida  
Bachelor of Science in Psychology and minor in Mathematics  
Anticipated Graduation: May 2014

### Relevant Experience

**Intern**, Alliance for Eating Disorder Awareness, West Palm Beach, FL | August 2013 – March 2014

- Organized audience data after various guest speaker presentations on eating disorders
- Measured presentation success by computing trends
- Updated eating disorder and mental health referral lists
- Furthered community awareness and event participation by distributing informational flyers

**Student Researcher**, Palm Beach Atlantic University, West Palm Beach | August 2013 – April 2014

- Surveyed 54 participants on their love language, apology language and attachment styles
- Compiled data into SPSS to analyze survey results
- Interpreted information finding correlations within the three categories examined
- Identified statistical associations between love and apology languages

### Professional Experience

**Manager**, El Ristorante Blanco, West Palm Beach, FL | January 2011 – present

- Created over 50 loyal customer relationships resulting in a consistent clientele base by making relationships a priority
- Oversaw five employees and produced weekly schedules
- Worked over 40 hours a week while maintaining full time student status

**Secretary**, Cutco, Rochester, NY | January 2009 – March 2009

- Conducted preliminary phone interviews using specified qualification guidelines
- Scheduled 20 meetings weekly, data entry and worked a multi-line phone

**Cashier**, Wegman's Food Market, Rochester, NY | April 2006 – May 2013

- Perfected customer service skills through interpersonal communication
- Marketed new items in the store to meet company goals

### Organizations and Volunteer Work

**Psychology Club**, Palm Beach Atlantic University, September 2013 – Present

**Lourdes Noreen McKeen**, West Palm Beach, FL, March 2014 – Present

**MELISSA S. HUDSON**

1234 SW 24<sup>th</sup> Avenue | Boynton Beach, Florida 33426  
561.333.4444 | mshudson@gmail.com

**SALES | CUSTOMER SERVICE | FUNDRAISING | EVENT MANAGEMENT**

Performance-driven leader with demonstrated ability to drive sales and provide excellent customer service. Known for professionalism, personable nature and outgoing personality. Ability to develop rapport quickly and maintain trust with clients. Communicates in a clear, concise and motivating manner, while also being an effective listener. Interacts comfortably and enthusiastically with customers and staff. Areas of expertise include:

Client Management  
Project Management  
Dynamic Presenter

Leadership  
Training / Development  
Photoshop

Critical Thinker  
Complex Problem Solving  
Team Player

**QUALIFICATIONS**

- **Client / Customer Relations:** Describe your top achievement here.
- **Communication Skills:** Excellent written and verbal skills, proficient with electronic communication such as email, chat and VoIP applications.
- **Design & Graphics:** Created sketch plans, designed brochures and websites.
- **Efficiency & Time Management:** Proven track record of completing projects on time and within budget.

**EXPERIENCE**

THE HOPE FROM HARRISON FOUNDATION – Jupiter, Florida

4/2011 to Present

*Non-profit dedicated to raising awareness and resources for families of severely disabled children.*

**Co-Founder | Vice President**

Established organization to assist families whose children require in-home medical care, specifically children with neuromuscular disorders.

**Fundraising**

- Raised over \$75,000 through . . . .
- Created monthly newsletter reaching X number of individuals. . .
- Identified and developed relationships with potential donors by . . .and resulting in X% increase within 4 years.
- Developed fundraising activities, including a cultural festival hosting over X number of participants, to maximize participation and contributions, while minimizing costs.
- Decreased event costs by \$ or % by negotiating with vendors.
- Analyzed budget and conducted cost reporting to maximize contributions and minimize expenses.
- Developed end of year campaign . . .raising \$.
- Solicited corporate sponsorships with an estimated value of \$.

**Event Management**

- What you did + how you did it = results you got
- Oversaw a volunteer staff of X for a single day, annual event hosting over X number of attendees.
- Promoted and marketed event by . . . .
- Managed event budge of \$XX,XXX and came in under cost 4 consecutive years.
- Accomplishment statement.
- Accomplishment statement.

**Another Applicable Skill**

- What you did + how you did it = results you got
- Oversaw a volunteer staff of X for a single day, annual event hosting over X number of attendees.
- Promoted and marketed event by . . . .

EYES ON THE ISLAND – Palm Beach, Florida

4/2011 to 4/2015

*Full service eye and lens center providing eye exams, contact lenses and spectacle lenses to the Palm Beach community. Transitioned out of landscape design to develop sales skills and better*

**Sales Consultant**

**Sales**

- What you did + how you did it = results you got

**Sales Consultant, Cont.**

- Oversaw a volunteer staff of X for a single day, annual event hosting over X number of attendees.
- Promoted and marketed event by . . . .

**Merchandising**

- What you did + how you did it = results you got
- Oversaw a volunteer staff of X for a single day, annual event hosting over X number of attendees.
- Promoted and marketed event by . . . .
- Another accomplishment . . .
- Another accomplishment
- Another accomplishment

K. HOVNANIAN HOMES – Boynton Beach, Florida 2/2006 to 10/2007

*Full service eye and lens center providing eye exams, contact lenses and spectacle lenses to the Palm Beach community.*

**Director of Entitlements, Marketing**

- Focus on bullets that emphasize marketing.
- Designed Photoshop images and PowerPoint presentations for . . .
- Accomplishment
- Accomplishment
- 

K. HOVNANIAN HOMES – Boynton Beach, Florida 2/2006 to 10/2007

*Fortune 500 company and 6<sup>th</sup> largest new home builder (nationally) involved in every aspect of marketing homes including, design, construction and sales.*

**Director of Entitlements, Marketing**

- Focus on bullets that emphasize marketing.
- Designed Photoshop images and PowerPoint presentations for . . .
- Accomplishment
- Accomplishment

LAND DESIGN SOUTH – West Palm Beach, Florida 6/2002 to 1/2006

*Landscape design company providing land planning, landscape architecture, traffic and environmental services to clients.*

**Assistant Project Manager and Landscape Designer**

- Focus on bullets that show transferable skills
- Established lasting client relationships forged through dedication to superior customer service.
- Conceptualized . . .
- Created a unique sense of place and atmosphere . . .
- Accomplishment

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**EDUCATION / DEVELOPMENT**

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**University of Georgia, Bachelor of Landscape Architecture (1998)**

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**MEMBERSHIPS / AFFILIATIONS**

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American Society for Public Administration (ASPA)  
American Society for Industrial Security (ASIS)  
International Association of Chiefs of Police (IACP)

FL Assoc. of Campus Safety & Security Admin. (FACSSA)  
Int'l Assoc. Campus Law Enforcement Admin. (IACLEA)  
Veteran of Foreign Wars (VFW)

# Sam Sailfish

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900 S Olive Ave, West Palm Beach, FL 33401 | xxx-xxx-xxxx | email@yahoo.com

MO, Day, YYYY

Name

Title

Organization

Address 1

City, State Zip

## **RE: POSITION OPENING**

Dear Name:

Paragraph 1: Make it memorable! You may engage your reader in one of several ways: 1) Tell me how you became interested in the field, industry or the position. 2) If you were referred to the position or know someone of influence at the organization, drop the name here. 3) If you are over or under qualified for the position OR your major/career history does not match the position/industry, the first paragraph of the cover letter is a great place to immediately address the concern. The employer will only spend about 20-30 seconds reading your cover letter – so be memorable!

Paragraph 2: This is the meat and potatoes of your cover letter: show not tell about your experience, skills, or qualifications that make you a fit for the position. Support these with results, or quick stories. Do not repeat information directly from your resume but highlight one or two specific examples that are the best representation of your assets for each organization. If asked for specific information (typically salary), provide a range based on the job requirements and the cost of living in the area – another opportunity to do research for the position. Providing the requested information is an easy measure of your ability to follow directions.

Paragraph 3: Wrap up and express your interest. Refer the reader to the enclosed resume and indicate your follow-up intentions. Take responsibility to follow-up. This shows initiative, perseverance, and follow-through. Include the best phone number to contact you at (make sure it has an appropriately professional voicemail message). Don't forget to thank the potential employer for his/her time, consideration, and attention. *[ I would welcome the opportunity to talk with you about my qualifications for the (position). If you have any questions or need to contact me, please call me at (561) 555-1342 or e-mail to John\_Smith@pba.edu. I appreciate your time and consideration.]*

Sincerely,

*[sign your name here – with a real pen!]*

Your Name

Enclosure: Resume

# **D**ARSELIS TEJADA

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## **EXECUTIVE DIRECTOR • ADMINISTRATOR**

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August 25th, 2014

Pharmacy Hiring Professional  
NOVA Southeastern University  
College of Pharmacy  
3301 College Avenue  
Ft. Lauderdale, FL 33314

Dear Pharmacy Hiring Professional:

Before you dismiss my application for being over qualified, let me share with you the strategic vision behind working for your department in the position of Coordinator of Student Services/Recruitment, at your Palm Beach Campus. While studying organizational management and working as an executive administrative assistant for a C level professional, I found I am most passionate about helping others, and specifically college and graduate age students. Some of this was discovered as I volunteered with a local non-profit leading the college and young professionals group. Serving these students caused me to want to work for a purpose driven organization, like Nova Southeastern, and particular with this age group. This is a career change for me; however, here are skill sets I bring to the table and will be an asset to your pharmacy students.

Firstly, I am a highly effective and results-oriented Administrator with aptitude to think strategically and to achieve short-term goals with continued vision towards long-term organizational future. I proved my leadership skills in overseeing daily operations and managing various teams. My strong dynamic communication and interpersonal skills allow me to develop and establish professional relationships with people of diverse backgrounds and varying professional levels. The combination of my education in both management and marketing combined with my ability to work well within a diverse campus atmosphere, utilizing my fluent bilingual skills (Spanish / English) would make me an excellent addition to the Palm Beach Campus as Coordinator of Student Services.

I have extensive volunteer experience with organizations such as Palms West Hospital, and Pat Reeves Village Community center providing clerical support and working with homeless families, also working with the youth of Belle Glade at the Christ Fellowship Student Life Center as recent as this month of June. With my vast knowledge and experience, I will bring a unique blend of creative and organizational talents of significant value to your organization.

A personal meeting is an excellent opportunity for us to have a detailed discussion about the benefits I can bring to NOVA Southeastern University. I look forward to future conversations with you.

Sincerely yours,

*Darselis Tejada*

Enclosure: resume