

### Résumé Writing Workshop – Facilitator's Notes

### SUGGESTED SCHEDULE (90 minutes / 1 hour 30 minutes)\*:

Length of Time (minutes)	ltem	Description	Appendix
25	INTRO	Facilitator gives intro using PPT presentation - Shows sample résumés	
35	WRITING RÉSUMÉS	<ul> <li>Participants work on writing résumés</li> <li>Facilitator hands out Appendices I-III (all stapled in a packet) and Appendix IV should be handed out separately</li> <li>Ideally, work on computers in American Spaces</li> <li>If this is not an option, facilitator should hand out blank paper and pens for participants</li> </ul>	Appendices I, II, III, & IV
20	Participants work with a partner & provide feedback on eac other's résumésPAIR WORK- Facilitator can pair people up or participants can find own partner - 10 minutes for each person's résumé		
- - 10 WRAP UP r p -		<ul> <li>Facilitator leads:</li> <li>What kind of feedback did you get from your partners?</li> <li>As the reviewers (when you looked at your partners' resumes), what areas/items did you like? What was particularly strong?</li> <li>Will you be able to use these résumés in looking for work?</li> <li>Facilitator tailors questions based on audience</li> </ul>	

#### Notes:

\* Facilitator should highlight that today's workshop provides the foundation for developing and refining résumés. More time will be required outside of the workshop to create a well-developed and targeted résumé for specific job opportunities.

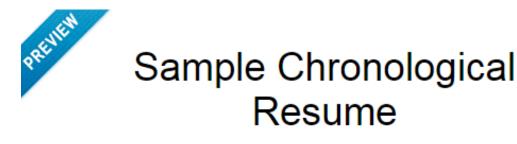
\*\* Facilitator can also build in more time for the "WRITING RÉSUMÉS" portion of the schedule. Time-permitting, this activity can be scheduled for 1 hour.

\*\*\* Facilitator should mention that résumés are only one part of the job-seeking process. Other important areas include cover letters and interviews. Facilitator may wish to conduct follow-on sessions covering these topics.



### Résumé Writing Workshop – Appendix I

### Sample Chronological Resume – excerpt



Sarah R. Holding 619 Main Street | Butte, MT 59703 | (406) 494-6221

#### EMPLOYMENT HISTORY

Executive Assistant to Vice President XYZ Corporation, Butte, MT August 2009 - Present

Serve as liaison between departments and operating units in the resolution of day-to-day administrative and operational problems.

Major Accomplishments

 Made international travel arrangements for senior-level executives via the Internet, resulting in average net saving of \$250 per person/per trip.

• Dispatched messengers on assignments, coordinating trips to ensure that multiple stops were made each time. Saved the company approximately \$49.75 per messenger per day.

Senior Administrative Assistant ABC Magazine, Butte, MT

November 2007 – August 2009

Composed and edited correspondence and memoranda from dictation, verbal direction, and knowledge of departmental policies. Prepared, transcribed, and distributed agendas and minutes of numerous meetings.

Major Accomplishment

 Created reliable and efficient client database, saving the company approximately \$4,500 in technical support expenses.

Source: <u>www.wikihow.com/Sample/Chronological-Resume</u>



### Résumé Writing Workshop – Appendix I

### Sample Chronological Resume – excerpt

## SALES ASSOCIATE SAMPLE RESUME

234 East Speedway Bivd., Tucson, AZ 85719 (480) 452-5337 linda\_brown@gmail.com

Sales Associate with 5 years of experience in retail environments. Recognized for ability to communicate with customers, providing exceptional service that ensure client retention and positive feedback. Proven ability to increase sales through upselling techniques as well as implementing processes that drive profitability.

### PROFESSIONAL EXPERIENCE

H&M Sales Associate Tucson, AZ June 2013 - Present

- Assisted an average of 40 customers per day in finding or selecting items, and provided recommendations that generated \$8K in additional revenue
- Stocked, replenished, and organized inventory with accuracy and efficiency, completing function 10% faster than average associate
- Achieved an average of 140% of sales goals for three consecutive months
- Managed proper and attractive merchandise display, ensuring strategic placement of products that maximized purchases
- Provided outstanding customer service, receiving 96% in customer service feedback surveys

#### TARGET Sales Associate

Phoenix, AZ Oct 2010 - May 2013

- Helped an average of 50 customers per day by responding to inquiries and finding products
- Recommended better merchandise display to management, which was implemented and resulted in 35% improved sales
- Assisted team members when necessary in handling cash registers, organizing inventory room, labeling products, unloading merchandise, and cleaning up
- Aided Spanish-speaking customers, increasing repeat and loyal customers by 30%

#### EDUCATION

GATEWAY COMMUNITY COLLEGE Associate of Arts in Humanities, June 2008

- Member of Student Activities Management (SAM)
- Vice-President of Women's Forum

#### ADDITIONAL SKILLS

- MS Office
- Bilingual in English and Spanish
- Retail Software
- Social Media

Source: https://resumegenius.com/wp-content/uploads/2015/09/sales-associate-resume-sample.jpg

Phoenix, AZ



### Résumé Writing Workshop – Appendix II

### Sample Functional Resume – excerpt

#### SAMPLE FUNCTIONAL RESUME

Nancy Yancy 111-11 111 Street Queens, NY 11111 (347) 111-1111 <u>nyancy@yahoo.com</u>

#### SUMMARY

 Executive Assistant with ten successful years providing quality administrative support to senior level executives and directors. Extensive experience coordinating and overseeing presentations, meetings, special events and projects. Outstanding organizational and problem-solving abilities with strong background in office management, project coordination, presentation preparation and staff training. Excellent customer service, communication and technology skills with computer proficiency.

#### CAREER EXPERIENCE

#### Administration

- Research, compose and package proposals for funding agencies.
- · Coordinate and manage summits, meetings, conference calls and special events.
- Prepare PowerPoint presentations and update Excel spreadsheets for internal and external distribution and training.
- · Supervise and train administrative assistants.
- · Draft and type correspondence, manage reports, handle extensive travel arrangements.

#### Training and Development

- · Prepared and disseminated nationwide training programs for XXX Corporation.
- Instructed 20+ technical and user personnel in classroom settings throughout the Northeast.
- Provided training to clients to administer computer literacy assessments to students seeking college admission.

#### Customer Service

- Processed orders and ensured accurate information was distributed and documented.
- Served as a liaison between customers and businesses to ensure the quality of services.
- Coordinated and supervised installations, upgrades, disconnections and relocations of new and existing clients.
- · Prepared tracking spreadsheet via Excel to monitor daily work schedules.

#### CAREER HISTORY

C. Internet into i Orti			
2002 - 2007	Executive Assistant	YYY Corporation	New York, NY
2000 - 2002	Program Assistant	AAA Company	New York, NY
1998 - 2000	Systems Training Consultant	BBB Co., Inc.	Trenton, NJ
1996 - 1998	Customer Service Representative	DDD Corporation	New York, NY

#### EDUCATION

Hunter College, New York, NY

- Masters of Arts, Major, Urban Studies (expected date of graduation, June, 2009)
- Metropolitan College of New York, New York, NY
  - Bachelor of Arts, Major, Human Resources

Source: https://www.sampletemplates.com/resume-templates/functional-resume.html



### Résumé Writing Workshop – Appendix II

### Sample Functional Resume – excerpt

CUSTOMER SERVICE (FUNCTIONAL) 334 Rainway Avanue, Los Angeles, CA 24542 + (433) 623-6234 + stef.johnson@gmatil.com

**QUALIFICATIONS SUMMARY** 

#### · Experienced: Customer service professional with 4+ years in call centers and hospitality services

- Efficient: Adept at handling various calls on a daily basis, while consistently resolving client issues in a short time span
- Skilled: Possess exceptional customer service skills, with customers regularly commending on received support
- Bilingual: English Native ; Spanish Conversational ; Able to provide clear customer service in both languages

#### RELEVANT SKILLS

#### Customer Service

- Handle 50+ customer interactions per day, giving detailed, personalized, friendly, and polite service to
  ensure customer retention
- Memorized all company products and services to be able to answer all customer questions quickly and efficiently, and make relevant upsells.
- Trained 3 new employees in customer service script recitation, conflict resolution, and data entry
  practices

#### Technical

- Receive source data such as customer names, addresses, phone numbers, credit card information, and enter data into various customer service software
- · Perform data entry and retrieval with software such as Microsoft Office (Word, Excel) and Zendesk
- Able to set up laptop, headphones, microphones, Skype, or any other chat client service to converse with customers and forward calls to supervisors

#### Communication

- Conversational in Spanish (able to meet all customer service requirements with Spanish speakers)
- Remain cool during heated exchanges with irate customers and reach a peaceful resolution
- · Persuade customers to listen to sales pitches and consider making 'upsell' purchases

#### WORK HISTORY

U-HAUL, Los Angeles, CA – Call Center Representative ANDOLINI'S PIZZA, Columbia, SC - Waiter CHICK-FIL-A, Columbia, SC – Cashier

#### EDUCATION

University of South Carolina, Columbia, SC Bachelor of Arts in English, May 2005

Source: https://resumegenius.com/wp-content/uploads/2015/08/customer-service-call-centerfuctional-resume-sample.jpg



### Résumé Writing Workshop – Appendix III

### Sample Combination Resume – excerpt

James Smithson

1000 Jefferson Drive SW · Washington, DC 20004 · jsmithson@si.edu · (202) 633-1000

Objective Statement

To work for Best Designs Company as an interactive-media art director, using skills in Adobe Photoshop, InDesign, and Illustrator, Autodesk Maya, and Unity

#### TECHNOLOGICAL SKILLS

- Proficiency in Microsoft Office and Adobe Creative Suite
- Proficiency in Adobe Photoshop, X/HTML, Adobe Illustrator, Autodesk Maya
- · Familiarity with 3DS Max, Adobe Flash Builder, Adobe After Effects, PHP, and JavaScript

#### ORGANIZATIONAL SKILLS

- Ability to integrate solutions with web, video, and print
- Ability to communicate project goals and lead a cross-functional team
- Ability to meet deadlines and juggle tasks while working on multiple projects at once

#### INTERPERSONAL SKILLS

- Ability to work in a team-oriented and collaborative environment
- Ability to take constructive criticism
- Ability to pay close personal attention to clients' needs

#### ACCOMPLISHMENTS

- Created and maintained a Word Press blog on gaming, gamering more than 1,000 subscribers in two years.
- Created and distributed weekly email newsletter to more than 10,000 members through MailChimp software.
- Planned and implemented social-media promotion, increasing website traffic, Facebook, and Twitter reshares
  over 400 percent in a year.
- Composed articles that were featured in College Press, Local Daily News, and Regional Magazine.
- Developed, designed, and manufactured flyers, brochures, letterhead, posters, and marketing materials for a small business.
- Created unique, personalized designs, logos, and marketing material for each client.
- Followed up with clients to make sure they were happy with their designs.
- Attended weekly training meetings with the marketing department, improving advertising-design vocabulary.
  - Created a company soccer team, Just for Kicks, improving office morale.

#### EMPLOYMENT HISTORY

Big Apple Games Junior Designer New York, New York June 2013–present

Designed and illustrated art assets for several award winning iOS apps, websites, and location-based games.

#### Interactive Media Company

Intern

- Designed and created X/HTML game and web-application art assets.
- Developed graphics, concept art, and prototypes for projects.

#### EDUCATION

Pembroke College, University of Oxford Bachelors of arts, GPA 3.75 Oxford, England August 2006–May 2010

Source: <u>https://americanspaces.state.gov/home/programming/packaged-programs-incl-smithsonian/</u> Entrepreneur Incubator, page 15

Pasadena, California June–August 2011



### Résumé Writing Workshop – Appendix III

### Sample Combination Resume – excerpt

### CUSTOMER SERVICE MANAGER (COMBINATION)

141 Bricksaw Lane, Los Angeles, CA 42143 | (212) 258-1414 | laney.bronco@gmail.com

#### **PROFESSIONAL PROFILE**

- Quality Control: Developed and implemented a new Quality Control regime to assess customer service representative employee effectiveness, reducing service cancellation by 8% and improving customer satisfaction rating by 15%
- Management: Updated training documents and implemented a new training strategy, cutting training expenses by 30% per recruit
- Attention to Detail: Maintained an 'A' rating with the BBB and a 4 star rating on Yelp by creating an online search-and-response process to handle customer complaints
- Project Execution: Led effort to outsource simpler customer service duties to workers in the Philippines and Colombia via Freelancer, cutting labor expenses by 23%
- Creativity: Designed and conducted client surveys in order to obtain information about potential customers and to quantify reasons for service cancellations

#### SKILLS

- Customer Service Software Complete familiarity with Zendesk, Freshdesk, and Kayako
- Bilingual Native English speaker and conversational in Spanish
- Conflict Resolution Trained in Conflict Resolution at Notre Dame

#### **RELEVANT WORK EXPERIENCE**

EDMARK SOFTWARE COMPANY

CUSTOMER CARE MANAGER | TOPEKA, KS | 2012 - PRESENT

- Managed a team of 10 in-house and 5 outsourced customer service representatives, ensuring they
  delivered high quality customer care on a daily basis
- Maintained and organized databases of customer information to ensure personalized service
- Used Zendesk to track and review employee interactions with customers
- Trained 5 new employees in using customer service software, data entry, data retrieval, persuasion, and conflict resolution
- Received "Manager of the Year" award in 2014 for attaining record achievements across all areas of customer service

#### VERIZON WIRELESS

Customer Service | San Antonio, TX | 2009 - 2012

- Achieved an average of 95%+ customer satisfaction rating over the course of three years
- Resolved 93% of incoming customer requests and problems, referring only the most complex to the office manager
- Persuaded 80% of cancelling customers to continue using phone and Internet services, higher than company average
- Awarded "Employee of the Month" three months during my tenure

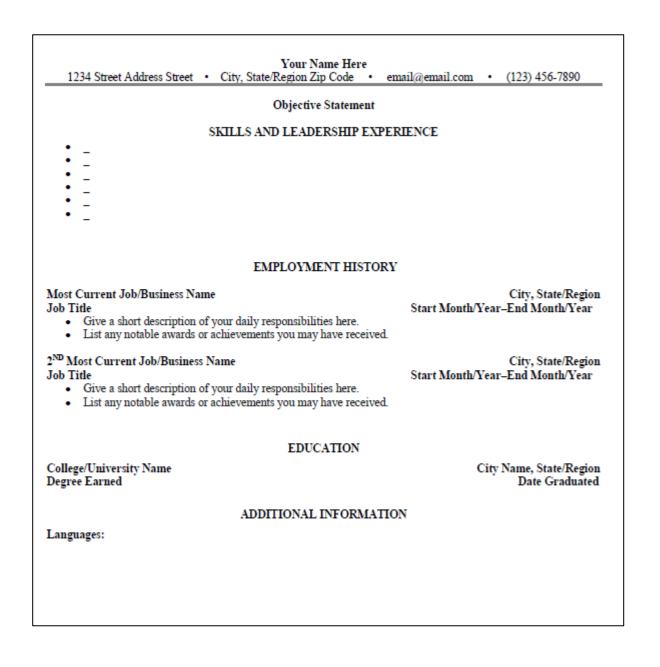
#### EDUCATION

FLORIDA STATE UNIVERSITY, ORLANDO, FL BACHELOR OF SCIENCE IN MARKETING, MAY 2009

### Résumé Writing Workshop – Appendix IV



### SAMPLE COMBINATION RESUME TEMPLATE



Source: Smithsonian Institute's Entrepreneur Incubator Overview; https://americanspaces.state.gov/home/programming/packaged-programs-incl-smithsonian/ Entrepreneur Incubator, page 14



## Résumé Writing Workshop – Appendix IV

### **Résumé Building Blocks Worksheet**

**Professional Work Experience** (most recent positions first):

Skills to Highlight:

Education:

Honors:

Publications:

Activities/Interests: