

RENZ JAN V. PANGAN

Address: #404 Miranda Street, Angeles City, Pampanga

Contact No.: +63 917-782-6556

E-mail: renzpangan@gmail.com



OBJECTIVE:

Seeking a challenging opportunity where I will be able to utilize my strong organizational skills, educational background, and ability to work well with people, which will allow me to grow personally and professionally.

ACADEMIC BACKGROUND:

- Tertiary* : *Hotel & Restaurant Services*
Systems Plus College Foundation – Extension
Miranda St., Angeles City, Pampanga
(S.Y. 2012 – 2014)
- Secondary* : **Holy Angel University**
Sto. Rosario St., Angeles City, Pampanga
(S.Y. 2005 – 2009)
- Primary* : **Cecilio Apostol Elementary School**
Samson Rd., Caloocan City, Manila
(S.Y. 1999 – 2005)

WORK EXPERIENCE:

- *Dining Crew*
Jollibee
Nepo Mall, Angeles City, Pampanga
(March 28, 2009 – August 27, 2009)

SKILLS:

- Language: Fluency in English
- Communication. Comfortable writing and speaking
- Computer Literacy. Proficient at MS Excel, MS Word and MS Powerpoint

Tawana Johnson

1750 N. Normandie Ave.
Miami, FL 33239
Home: 305-555-2922
Office: 305-555-4000

Objective

A position at a commercial radio station.

Skills and Accomplishments

- Assisted in the management of a college radio station.
- Helped to direct and supervise staff.
- Established music format guidelines.
- Wrote and edited budget proposals.
- Assisted in budget decisions.
- Created and implemented new music format.
- Served as on-air personality.
- Trained a staff of disc jockeys.

Employment History

WLVE-Radio, Ft. Lauderdale, FL
Assistant General Manager, 2003–Present

WWOP-TV, New York, NY
Student Intern, Summer 2001

Education

University of South Florida, Ft. Lauderdale, FL
B.A. in Broadcasting, June 2003

Ft. Myers College, Ft. Myers, FL 1999–2001

References

Available upon request.

RACHEL GARNER



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Leeds Yorkshire
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PERSONAL STATEMENT

- ▶ Experienced in administrative duties; scheduled meetings, handled travel arrangements and purchasing. Computer skills include Microsoft Excel, Access, Word, and PowerPoint. Excellent problem solving and communication skills. Accustomed to long work hours. Winner: Employee of the Month 1999 for October and December.

CAREER OBJECTIVE

- ▶ To obtain an executive sales /marketing management position within a growth oriented, progressive company. I want to apply my business development/sales skills to an environment where they will make a significant impact on the bottom line. The ideal atmosphere would be entrepreneurial and one in which new ideas are welcome and decision making is required.

KEY SKILLS

This is the main summary of my skills.

- ▶ Negotiating (Intermediate)
- ▶ Access (Beginner)
- ▶ Accounting (Beginner)
- ▶ Sales Auditing (Expert)
- ▶ Invoicing (Intermediate)

EDUCATION

- ▶ 2002 - 2006 **Bachelor's Degree – Marketing**
The University of Oxford

Bachelor of Business Administration May 2001 Major: Marketing, Minor International Business Overall

WORK EXPERIENCE

- ▶ Oct 2001 to Present **University Hallmark Oxford, MS**
Sales Clerk (Invoicing, Administration)

Full time role overseeing the operation of the sales and marketing department.

- Successfully perform managerial duties during manager's absence
- Train new employees and conduct company and product orientations
- Calculate and transmit weekly sales reports to headquarters
- Conduct monthly inventory/audit of product

- ▶ Jul 2004 to Aug 2006 **Most States Insurance Jackson, MS**
Sales Intern (Customer Service, Bar work,

Name **Amanda Prince**

Address Apartment 17, 5678 City Road, New York, N.Y.
Telephone 914 925 260
Email ap@palace.net

Professional Experience

- 2005-present PanTransCo. Inc, New York, N.Y.
Bilingual Corporate Secretary
- Scheduling conference appointments for Vice President
 - Frequent travel to Japan, Hong Kong and Singapore
 - Transcription of confidential correspondence
- 2002-2005 ExpoSymbol, Washington, D.C.
Bilingual Secretary to Export Sales Manager
- Exhibition grant administration
 - Editorial Assistant for company newsletter
- 2000-2002 Symnet, Tokyo, Japan
Office Assistant
- Typing royalty contracts, manuscripts, correspondence
 - Answering phones, ordering supplies

Education & Qualifications

- 1996-2000 State University of New York, New Paltz, N.Y.
- Bachelor of Arts Degree (International Relations)
 - Graduated Cum Laude May 2000

Professional Skills

- Word, Excel, Access, Word Perfect, Pegasus Mail
- Proficient in Delphi computer software
- Communication, interpersonal & organizational
- Typing 65 wpm, Internet

Languages

- French, fluent
- Japanese, fluent

Interests

Oriental culture, Internet, tennis

Referees

- Mrs Jane Bonner (987 654 321)
C.E.O., ExpoSymbol, PO Box 234, Washington, D.C.
- Mr Andrew Held (098 765 432)
Vice President, Interplat, 27 Patton Place, Atlantic City

Bob Brown
bbrown@gmail.com
555 W. Main St.
Chicago, IL 60000
001-312-312-3123



Citizenship: USA
Age: 39
Marital Status: Single

Objective Overview

TEFL Certified, college graduate seeking a teaching position in South Korea. Extensive experience teaching children and adults. Skills and experience teaching a foreign language and English.

Education and Certification

International TEFL Academy
TEFL/TESOL Certificate

Chicago, IL, USA
January 2010

- 150 hours of course work
- 30 hours of Teaching Young Learners and Business English
- 20 hours of student teaching practicum

Portland State University
B.A. Psychology

Portland, Oregon, USA
May 2003

- Study Abroad – Shanghai, China 2002

Related Work Experience

ESL Teacher
Daley City College

Chicago, IL
2006 - Present

- Taught English to Spanish speaking students aged 18 and up
- Prepared classes using provided materials and personal teaching materials
- Focused on improving students grammar, listening, writing and speaking skills
- Created all course materials, including quizzes and reading samples

ESL Teacher
Languages Incorporated

Chicago, IL
2004-2006

- Taught English to Spanish speaking students aged 5-18
- Utilized the Direct Method teaching model to improve students grammar, listening writing and speaking skills
- Created quizzes and exams that were used by all teachers throughout the organization
- Planned and taught between 3-8 classes daily

Additional Work Experience

Counselor
Oregon AIDS Hotline

Portland, OR
2002-2004

- Provided HIV/AIDS education and counseling for the general public for the State of Oregon
- Answered queries regarding HIV transmission, risk reduction, HIV symptoms and Sexually Transmitted Diseases (STD)
- Referred clients to testing centers, physicians, and support groups
- Recorded and compiled confidential data received from client callers

JERRY BARBIN

12345 Street Ave. • Buffalo, NY 11111 • (555) 555-5555 or (555) 555-5555 • email@resumewriters.com

Results oriented leader with comprehensive business and technical background

SUMMARY OF QUALIFICATIONS

History of bridging IS and IT to enhance business value. Expertise in network analysis, design, implementation, and support. Very strong Avaya voice skills in VoIP and traditional PBX environments. Earned multiple degrees in business and technology fields of study. Outstanding interpersonal, training, and presentation skills.

TECHNICAL EXPERTISE

<i>Software:</i>	MS Office, Open Office, Coral, Modular Messaging, McAfee, and Norton
<i>Telephony & Networking:</i>	HP Openview, Avaya Integrated Management, Cisco Works, Avaya QIP, Avaya Call Management System, Avaya e-CAS, LAN Desk, and SA Service Desk
<i>Operating Systems:</i>	MS Windows 9x/2000, XP, Linux RedHat, Mandriva, Suse, FreeBSD, Unix, SCO, and HPUX
<i>Hardware:</i>	Avaya S8710, S8300, G3R, Audix, MMA, Cisco routers 7200, 2651, switches 3550, 4006 HP Servers, NetApp NAS systems, Libert, and APC UPS systems
<i>Tools:</i>	Tacacs, Secure CRT, and Interwise
<i>Protocols:</i>	TCP/IP, OSPF, RIP, MPLS, FTP, and TFTP
<i>Databases:</i>	SQL and MySQL
<i>Certifications:</i>	A+ and Network +

PROFESSIONAL EXPERIENCE

XERXES GROUP, INC.

1/2001 – Present

Network Administrator

- Design, implement, and support corporate network data systems, specifically Cisco routers and switches in nationwide network and multi-state Avaya VoIP systems.
- Train junior network administrators on voice systems.

Accomplishments

- Linked 40+ sites spanning 16 states using IP-based telephony.
- Oversaw \$3 million high speed corporate IP back-bone project that enabled regional call management and included call center applications, voice mail, call accounting, and fax messaging applications.
- Supported entire Avaya project line from key systems to S8710 media servers, and wide variety of applications from 20-person remote offices to 5,000 person corporate systems.

WOLF SOLUTIONS

8/2000 – 12/2000

Network Hardware Technician

- Supported airline voice and data systems, including desktop support for airline booking agents and call flow administration for airline call center.
- Using airport systems, linked remote counters to central located servers.

EDUCATION

UNIVERSITY OF PHOENIX

Master of Science: Information Systems Management, 1/2006

Bachelor of Science: Business Management, 6/2004

DAVID SIMON

12345 Street Ave. • Seattle, WA 11111 • (555) 555-5555 or (555) 555-5555 • email@resumewriters.com

SUMMARY OF QUALIFICATIONS

Dedicated leader with comprehensive management and logistics experience. Demonstrated ability to train, manage, and motivate team members to achieve organizational objectives.

CORE COMPETENCIES

Strategic Planning	Operations Management	Training & Development
Lean Manufacturing Practices	Distribution & Transportation	Procurement & Inventory Control
Site Safety	Regulatory Compliance	Budgeting & Cost Reduction

PROFESSIONAL EXPERIENCE

PFIZER LABORATORIES, Ann Arbor, MI **10/2000 – Present**

Production Supervisor

- Manage all support services related to production facility, including weighing and dispensing operations, buffer preparation, glass wash facility, contract cleaning services, contract gowning services, preventive maintenance on equipment, inventory and storage of raw materials, and routine operation of preparing media and buffer solutions.
- Select, train, supervise, and evaluate 14-person team.
- Partner with other departments within production facility to support wide range of ongoing projects.

BIOTECH CORPORATION, San Diego, CA **1/1990 – 10/2000**

Materials Supervisor (1993 – 2000); *Material Coordinator* (1991 – 1993); *Material Handler* (1990 – 1991)

- Directed all materials/logistical functions related to shipping and receiving, warehousing, return goods, material handling, and mailroom operations in GMP, FDA, OSHA and EPA-regulated environment.
- Managed, evaluated, and coached team of 4 individuals.
- Oversaw hazardous waste management, including chemical, radioactive, biohazard, and medical waste.

WOMFORD, Chelmsford, MA **5/1987 – 1/1990**

Receiving Manager

- Controlled receiving and distribution of merchandise to assure inventory accuracy interface with vendors and accounting to resolve discrepancy problems.
- Coordinate inventory levels with 12 departments and reduced inventory shortage by 50%.

U. S. ARMY & U.S. ARMY RESERVE, Fort Divans, MA **12/1982 – 5/1995**

Logistics/Procurement Officer – Reserve Position

- Planned, organized, and implemented all logistic and supply activities for 2 major deployments involving international coordination for 8,000 personnel.

PROFESSIONAL DEVELOPMENT

Hazardous Waste Management Course, Clean Harbors and BASF, Radioactive Waste Management Course, U.S. Ecology, U.S. DOT Hazardous Materials Regulation Course, Award Environmental, Reverse Osmosis Water Treatment, General Electric, SAP System Inventory Management and Procurement Systems

EDUCATION

WESTERN MASSACHUSETTS COLLEGE, Boston, MA

Bachelor of Arts: Theatre Arts, 1981

HENRY EVERETT BROWN

555 South Main Street, Las Vegas, NV 55555 • (H) 555-123-4567 • (C) 555-765-4342 • HEBrown24@unameit.com

LABOR RELATIONS EXECUTIVE / ATTORNEY

Astute, creative labor relations executive, attorney, adviser and leader with an extensive history of successful collective bargaining, union avoidance, unfair labor practice and representation cases, arbitrations and litigation for major domestic and international companies. Proven ability to determine and implement complex labor relations strategies; resolve bottom line complex issues for leadership, peers, and subordinates; achieve effective processes and metrics; and maintain high level relationships with unions and regulators. LL.M.; J.D.; B.S. (Industrial & Labor Relations). Areas of expertise:

- Chief Negotiator
- International Collective Bargaining
- Multi-Unit Collective Bargaining
- Union Avoidance
- Labor Relations Processes-Metrics
- Multi-Employer Pension Plans
- Labor Litigation
- NLRB Proceedings
- Unfair Labor Practice Cases
- Representation Cases
- Arbitrations
- Litigation Management
- Mergers & Acquisitions
- Divestitures & Consolidations
- Contract Training
- Union Avoidance Training
- Team Supervision
- HR Management

EXPERIENCE

ABUNDANT SERVICES, INC., Las Vegas, NV 2007 –
A Fortune 500 corporation with 20,000+ employees in 20 states and Puerto Rico, 700+ facilities, and \$8B in revenues.

Vice President of Labor Relations

Lead the traditional labor function of the nation's 2nd largest container ship corporation, including collective bargaining and union avoidance. Advise and counsel senior management, including CEO, COO, and Board of Directors. Manage multi-employer pension plans. Handle labor relations component of acquisitions and divestitures. Supervise 3 attorney-negotiators, and an employee relations manager (union avoidance/strike preparation). Report to Executive Vice President of HR. Duties and related achievements included:

- Created function, recruited team, took negotiation and administration of 110 union contracts in-house.
- Reduced annual cost of collective bargaining agreements from 5% to 2%, saving millions.
- Reduced outside annual litigation and persuader costs from \$4M to \$1.2M.
- Oversaw labor portion of Abundant Services (\$5B) and Continental Container (\$3B) merger, handled multiple divestitures, consolidations, and shutdowns, ensuring on-time uninterrupted transition. Successfully managed resulting litigation and union representation campaigns with no increased unions, all ULP charges dismissed, and only resulting arbitration won by Company.
- Trained 2,500 managers in employee relations and union avoidance via webinars, DVD-based and in-class training.
- Stopped 60+ union organizing efforts, losing 4, winning 4 decertifications.
- Project leader for Employee Engagement Survey vendor selection.
- Behind scenes efforts successfully stopped strike in Chicago that would have idled 3,000+ workers.

RENT-A-TRUCK LEASING, Hartford, CT 2003 - 2007
A leading truck leasing and logistics company, with 15,000 employees, \$5B in annual revenue, 150+ labor contracts

Director of Labor Relations

Led development and implementation of labor relations strategy for Eastern US and South American divisions of Rent-A-Truck Leasing and joint venture with General Motors. Chief negotiator and attorney for collective bargaining, NLRB unfair labor practice, representation, and arbitration proceedings. Conducted union avoidance campaigns. Also conducted new business and acquisition due diligence process and implemented new terms and conditions of employment.

- Chief negotiator for more than 60 Collective Bargaining Agreements
- Undeclared in more than a dozen arbitrations over issues such as staffing requirements (saving \$2M+ annually), work performance, DOT and CDL requirements, and drug testing.
- Oversaw successful acquisitions and bargaining in Mexico and Brazil.
- Trained management in union avoidance and managing in a union environment.
- Implemented Six Sigma certification green belt project to improve compliance with DOT random drug and alcohol testing requirements.
- Transitioned from union to company health benefits in 20+ contracts.

(See Page 2)

JONATHAN BENTLEY, E.I.T.

100 Central Rd.
Middletown, MT 55555

JBentley@email.com

555-111-1212 (home)
555-222-3434 (cell)

Dedicated civil engineer with experience in structural and transportation design and proven leadership abilities.

CORE COMPETENCIES

- | | | |
|---|--|---|
| <input checked="" type="checkbox"/> Structural Investigation & Design | <input checked="" type="checkbox"/> Construction Drawings | <input checked="" type="checkbox"/> Impact Studies & Specifications |
| <input checked="" type="checkbox"/> Computer Aided Design (CAD) | <input checked="" type="checkbox"/> Project Management | <input checked="" type="checkbox"/> Groundwater Monitoring |
| <input checked="" type="checkbox"/> Conceptual Design & Development | <input checked="" type="checkbox"/> Hydraulics & Hydrology | <input checked="" type="checkbox"/> Floodplain Management |
| <input checked="" type="checkbox"/> Traffic Engineering | <input checked="" type="checkbox"/> Soils & Earthwork | <input checked="" type="checkbox"/> Construction Drawings |
| <input checked="" type="checkbox"/> Land Development | <input checked="" type="checkbox"/> Budgeting and Scheduling | <input checked="" type="checkbox"/> Standard Specifications |

EDUCATION

Bachelor of Science: Civil Engineering, emphasis in Structures

May 2003

Northern State University, Uptown, NY

Relevant Projects

Urban Lake and Park Development for City of Centerville, NY

Scope of design included storm water runoff, earthwork, structural analysis of retaining wall, and parking/sidewalk design.

- Designated Project Manager of four-member team.
- Retained quality control over project scope to preserve manageable size and avoid State violations.
- Initiated communication with city engineers and Fish & Game personnel on project-related issues and guidance.
- Maintained project schedule and completed on time. Received an 'A' grade on project.

Highway Design for State of Massachusetts

The project scope included design of one-mile stretch of highway through private and public lands. Design challenges included steep terrain, storm water runoff, super-elevation for curves, and negotiating homes, businesses, and cemetery.

- Design included horizontal and vertical design based on minimal earthwork and minimal disturbance to local businesses and public land.
- Maintained project schedule and completed on time. Received an 'A' grade on project.

SELECTED ACHIEVEMENTS

- Earned status of Engine Boss and Incident Commander Type 4 and oversaw wildfire control, including methods of attack, personnel and equipment requirements, and strategic planning; maintained personnel and public safety.
- Supervised up to 150 personnel and all equipment needs including air tankers, engines, helicopters, and water tenders.
- Used sound judgment and decision-making skills to preserve safety of crew and implement strategic plans of attack against wildfires.
- Developed strong leadership and communication skills as demonstrated by high-level of performance by crewmembers.
- Implemented training regimens for crew; many members promoted as a result.

EMPLOYMENT HISTORY

Delivery/Yard Crew: Big Tree Lumber Co., City, MT
Forestry Technician: Tonto National Forest, City, CA
Type 2, 3 and 6 Crewmember: Rural Metro Fire Dept., City, CA

2003–Present
FT Seasonal, 2000–2003
FT Seasonal, 1998–1999

TECHNICAL & RELATED

MS Word, Excel, PowerPoint, and Project/AutoCAD/HEC-HMS/Haestad Methods - WaterCAD, SewerCAD, Flowmaster
Familiar Codes and Methods: NEPA, UBC, ASD, NDS, LRFD
Montana Commercial Driver's License

Randall St. James

000 14th Street, Apt. #30
(310) 555-9315

Los Angeles, CA 00000
rstjames@unknown.com

JOB OBJECTIVE: Word Processor for a law organization

SUMMARY OF QUALIFICATIONS

- Eight years as a fast, accurate word processor at a busy law firm.
- Familiar with legal terminology and litigation documents.
- Proficient in WordPerfect and MS Word.
- Exceptional ability in grammar and spelling.
- Excellent attendance record.

PROFESSIONAL EXPERIENCE

- 2012-present **Legal Secretary**
PEARSON & MC DUFFIE, Los Angeles
- Typed coverage opinions quickly and accurately.
 - Filed civil litigation papers in state and federal courts.
 - Calendared documents, and performed proofreading.
- 2004-2012 **Word Processor**
FALMOUTH, HARRISON & MOORE, Los Angeles
- Transcribed tapes, deciphered handwritten notes, and word processed a large volume of detailed documents for this law firm.
- Material included:
- | | |
|--------------------------|------------------------------|
| Pleadings | Summaries of medical records |
| Correspondence | Witness statements |
| Summaries of depositions | Release agreements |
| Indexes of depositions | |
- Recognized for accuracy, reliability, and speed.
 - Performed light editing, relying on proficiency in spelling and grammar.
- 2003 **Secretary (part time)**
CONSORTIUM FOR INTERNATIONAL IRRIGATION LAW, San Diego
- Typed correspondence and lengthy scientific proceedings of numerous international conferences.
 - Corrected grammar written by foreign-speaking scientists, and edited while typing finished documents.
- 2003 **Secretary (part time)**
DENTAFORM, INC., San Diego
- Typed correspondence and performed general clerical work for this firm which offered data processing services to dental insurance plans.
 - Provided secretarial support for an office of 10 professionals.

EDUCATION

Business Administration, Vista College, San Diego

TERRANCE JOPLIN

OFFICE MANAGER

- ▶ **CAREER BRAND:** Dedicated office manager with a 10-year history of increasing revenue coupled with extensive HR management and troubleshooting with a track record of successfully managing multiple locations simultaneously. Excel at client and vendor relationship management, communication, and problem resolution.
- ▶ **VALUE:** Highly adept at building peak-performing teams through superlative staff development and training initiatives. Experienced in contract negotiations, inventory control, event management, and marketing. Proficient in MS Word, Excel, PowerPoint, and Publisher, HTML, and Mac software. Experienced in computer and printer troubleshooting and building personal computers.

~ Core Competencies ~
Office Management
Revenue Optimization
PR Management
Marketing
Contract Negotiations
Problem Resolution
Inventory Control
Event Management
Staff Development & Training
Relationship Management

PROFESSIONAL EXPERIENCE

CHROMATICS, San Francisco, CA

2002-Present

Office Manager [2010-Present]

Executive Assistant [2002-2010]

Promoted from Executive Assistant to Office Manager with a 20% increase in salary over 58year period. Serve as Office Manager for 1 of top 5 boutique event planning firms specializing in organizing corporate events in San Facisco and Norther California. Selected to serve as Assistant to CEO and CFO of the company.

- **Office Operations:** Strengthened office operations by managing workplace with 40 employees, while coordinating an extensive events calendar.
- **Marketing:** Improved marketing by collaborating with outside vendors in the creation of brochures and event signage for all events managed by the company.
- **IT Management:** Streamined IT operations by servicing and troubleshooting printers and copy machines, installing office equipment on network, fixing broken/jammed machines, and providing information technology assistance to all employees.

EDUCATION

UNIVERSITY OF CALIFORNIA LOS ANGELES

Bachelor of Arts

Major in Event Planning

Served as President of Event Planning Honors Chapter of 5-10 stuflents. Coordinated events for a chapter of a nationwide honor society for students in my field.

Rachel Hilton

125 SE Milwaukie Ave.
Portland, OR 97091
(503) 486- 3197
stylist_rach@gmail.com

OBJECTIVE

To achieve a position as a Hair Stylist with administrative obligations in a recognized and popular beauty salon.

EXPERIENCE

Hair Stylist

Style by Georgio, Portland, OR
January 2008 to Present

- ▶ Maintain more than 100 people as frequent clients, responsible for their haircuts, hair dye and hairstyle.
- ▶ Create new looks and advise customers on do's and don'ts about their hair.
- ▶ Do hair treatments.

Hair Stylist

Revolution Hair & Body Salon, Portland, OR
November 2004 to December 2007

- ▶ Maintain about 70 people as regular clients.
- ▶ Design modern styles to all the types of hair.
- ▶ Named twice as salon employee of the year in 2004 and 2006.
- ▶ Schedule appointments.
- ▶ Suggest customers what are the best looks for them to use.

EDUCATION

Mt Hood Community College
AAS in Cosmetology
2002 – 2004

CERTIFICATION

Certified hair stylist in the state of Portland.

Permanent Address:
204 Timber Point Rd.
Charlottesville, VA 22903

COREY D. LUCYSHYN
CDL6T@VIRGINIA.EDU
434-900-6000

Current Address:
333 Sherwood Ave. Apt 12
Charlottesville, VA 22901

EDUCATION

University of Virginia Charlottesville, VA
Candidate for Bachelor of Arts in Economics
Minor in Drama
GPA: 3.07/4.0

May 2016

Northern Virginia Community College Woodbridge, VA
Associate of Science in Business Administration
GPA: 3.8/4.0

Spring 2014

- Nominated for 3 selective scholarships

RELEVANT COURSEWORK

Principles of Accounting, Introduction to Computer Applications & Concepts, Macroeconomics, Microeconomics, Calculus I & II

WORK EXPERIENCE

U.S. Department of Homeland Security Washington, D.C.
Office Automation Clerk

June – August 2015

- Developed cost modeling for security countermeasures
- Completed multiple data calls internally and externally for creation of accurate and reliable budgetary database
- Met tight demand for budgetary deadlines for the Department of Homeland Security
- Collaborated with coworkers in the division on a variety of field security information projects simultaneously

Public Partnerships LLC, Virginia Department of Medical Assistance Services Burke, VA
Personal Attendant

June – August 2014

- Formed close relationship with special-needs teen through accompaniment and interaction in community activities
- Provided assistance with direct care needs
- Taught daily life skills such brushing teeth, tying shoes, reading, and personal safety

ACTIVITIES & VOLUNTEER EXPERIENCE

University of Virginia Residence Life Office
Resident Advisor

August 2013 – Present

- Organize 30-40 weekly events each year for 800 residents to foster community and facilitate learning
- Serve as general resource for students for a wide variety of issues concerning University life
- Mentor inexperienced Resident Advisors and guided their learning

Pi Kappa Phi Fraternity

February 2013 – Present

Historian and Alumni Relations Chair; Member

- Established and maintained relations with alumni members after little communication for years, resulting in enhanced involvement of alumni and continued engagement with members
- Coordinated with alumni to organize Chapter's 50th Anniversary, resulting in \$80,000 in fundraising which contributed to house renovations, scholarships, and future reunions
- Promoted annual philanthropy event which raised \$5,000 for PUSH (People Understanding the Severely Handicapped) America Charity which renovates facilities to make them accessible to handicapped individuals

Adopt-a-Grandparent, Madison House Volunteer Organization

February 2013 – Present

- Engage in fun and meaningful activities with seniors at the Charlottesville Health and Rehab Center
- Dedicate one hour per week to the program

Alternative Spring Break Service Learning Trip Death Valley, NV

March 2015

SARAH SMITH

Permanent Address
123 Elm Avenue
Roanoke, Virginia 24002

sss4@virginia.edu
(555) 555-1234

Current Address
4567 Maple Avenue
Charlottesville, Virginia 22903

EDUCATION

University of Virginia, Charlottesville, Virginia
Bachelor of Arts, Political Science, Minor in Biology GPA 3.65

Expected May 2017

Relevant courses: Cell Biology, Biochemistry, Microbiology

CLINICAL EXPERIENCE

University of Virginia Hospital, Charlottesville, Virginia
Volunteer, Renal Dialysis Center

September 2015-Present

- Provide comfort and support for patients receiving renal dialysis
- Engage in conversation with patients
- Work with medical staff to keep pod units fully stocked and running smoothly

Madison House, Charlottesville, Virginia
Volunteer, Adopt-a-Grandparent Program

September 2013-May 2015

- Developed relationship with senior citizen through conversations once a week
- Participated in various activities at nursing home facility including exercise classes and game nights

RESEARCH EXPERIENCE

University of Virginia, Charlottesville, Virginia
Research Assistant, Department of Biology

May 2015-August 2015

- Created single amino acid mutations in an enzyme involved in sulfur metabolism, sulfite reductase
- Cleaned and organized lab equipment
- Ordered and maintained office and lab supplies

Research Assistant, Cellular, Molecular and Developmental Biology

May 2014-August 2014

- Studied cell responses to a mutant yeast protein in a protein trafficking laboratory
- Performed site-directed mutagenesis through PCR to create specific mutants and transformed them into yeast
- Observed protein stability and ubiquitination by immunoblotting and localization by immunofluorescence

SHADOWING EXPERIENCE

Lakeview Clinic, Roanoke, Virginia
Shadowing

December 2014-January 2015

- Shadowed Dr. Susan Johnson a general practitioner for 60 hours
- Viewed Dr. Johnson's interactions with patients, during examination, and throughout explanations of diagnosis
- Gained a greater understanding of the strong communication skills needed to be a physician

University of Virginia Hospital, Charlottesville, Virginia
Shadowing

October 2014

- Shadowed various Emergency Room doctors during two eight hour shifts
- Observed the unpredictability and variety of cases seen in an emergency room setting
- Gained a better understanding of the flexibility, and quick thinking needed to work as a physician in this environment

PUBLICATIONS

Damon GQ, Johnson HC, Smith S. Methods of endocytosis. *Annu Rev Biochem* 2014, 78:843-916.

Current Address:
1114 Stadium Rd.
Charlottesville, VA 22904
Cell: (954) 934-3719
Email: silva@virginia.edu

MARCOS SILVA
U.S. Permanent Resident
Citizen of Brazil

Permanent Address:
12.100 St.
Germain-en Laye, France
Home: 33(1)23.65.7401

OBJECTIVE

To obtain an internship/traineeship in field of International Affairs or Government Relations working with diplomats and government officials representing South America.

EDUCATION

University of Virginia, Charlottesville, VA. May 2016
B.A. in Foreign Affairs with a concentration in Western Europe. GPA: 3.290
B.A. in Latin American Studies. GPA: 3.500; Minor in History. GPA: 3.844

LANGUAGES

Fluent in **Portuguese, English, Spanish**; proficient in **French**.

INTERNATIONAL EXPERIENCE

Extensive travel throughout Central/South America, North America and Europe.

RELEVANT EXPERIENCE

United Technologies (UTC) International Office, Brussels. *External Affairs Intern*, Summer 2015
Attended European Commission's Green Week and reported relevant information to international headquarters in Washington, DC. Researched EU directives and legislation regarding renewable energy and the aviation industry. Attended and reported on European Parliament's Environmental Committee Meetings. Co-represented UTC at American Chamber of Commerce, EU monthly meeting.

International Relations Organization. *Member*, 2014-2015

Met weekly to discuss political issues. Participated as a delegate in Model United Nations Conference (MUNC), Harvard University. Collaborated on Spanish-speaking International Crisis Committee Simulation. Staffed Nuclear Proliferation Treaty Committee for high-school-level MUNC.

Fund for Public Interest Research. *Field Manager*, Summer 2014

Personally raised over \$10,000 in office that exceeded group fundraising goals by more than 150%. Individually collected 500+ petitions regarding environmental policies, and independently contacted television and newspaper media for press conferences addressing mercury pollution and coal power plants.

LEADERSHIP EXPERIENCE

SUR Magazine. *President*, 2015-present

Run bi-monthly meetings and proofread articles for only Latino publication at the University. Develop and present budget proposals for numerous grants. Initiating the creation of a website for the magazine in which all previous publications can be viewed. Foster dialogue and understanding within the University community.

Alianza Coalition of Hispanic/Latino Leaders. *Member*, 2013-present

Attend weekly meetings with presidents of Latino organizations at U.Va. Co-sponsor events for educational, entertainment, and awareness purposes. Take initiative to increase Hispanic/Latino presence at the University.

Latin Student Union. *Social Committee Member*, 2013-present

Co-organized and hosted event featuring ambassadors from Brazil, Peru, and Argentina; *Student Mediator* for political discussion, October 2013. Increase awareness of culture by encouraging social interaction among members and participating in semi-annual performances celebrating Hispanic/Latino culture.

ADDITIONAL EXPERIENCE

University Career Services (UCS). *Career Peer Educator*, 2014-present

Assist students with books, online programs and job search engines. Participate in informative panels about resources available at UCS. Run resume workshops with other interns and coordinate UCS Open Houses for students. Wrote a book review that was posted on the UCS website. Recipient of C.E.O. Level Award, the highest award granted to interns for outstanding performance, November 2013.

Hispanic/Latino Peer Mentoring Program. *Peer Mentor*, 2014-present

Meet regularly with and wrote status reports about each student for faculty advisor. Co-organize events including student panels, faculty dinners, and social events to facilitate transition for incoming students.

323.555.1212



richards@net.com

FELICE RICHARDS

SALES EXECUTIVE

Product Launches & Management • Cross-functional Teams • Merchandising • Forecasting

Accomplished Sales Professional with an outstanding record of success in the consumer products sector. Oversaw a \$120 million hair product business with eleven brands for *Picture Perfect, Inc. (Paul Meyer & Associates)* as the Product Manager after generating \$72 million in sales as the Associate Product Manager. Background also includes \$40 million in annual sales for *TrendWear, Inc.* Consistently promoted to positions of increased responsibility; honored with *Picture Perfect's President's Award* and *TrendWear's Assistant Buyer of the Year Award*. Bilingual, with fluency in Spanish. Willing to relocate and to travel. Additional expertise in:

- ◆ P&L Accountability
- ◆ Multi-million Dollar Budgets
- ◆ Margin/Sales Analysis
- ◆ Conceptualization
- ◆ Pricing & Financial Plans
- ◆ Quality Standards
- ◆ Market Research
- ◆ Focus Groups & Panels
- ◆ Presentations

SELECT CAREER ACCOMPLISHMENTS

PICTURE PERFECT, INC. – PAUL MEYER & ASSOCIATES

Challenge

- Turning around minimal growth sales in mature product lines and competitive market.

Action

- Launched *Spotlight*, a styling line for salon professionals, on time and within budget.

Result

- Generated \$15 million in additional sales during launch.

Professional Compensation

- Awarded 1000 stock options for outstanding performance.

TRENDWEAR, INC.

Challenge

- Updating moderate women's clothing line for a more fashionable look to retain and grow client base.

Action

- Collaborated with East Coast manufacturers to update line to appeal to contemporary customer base. Revamped \$20 million private-label program.

Result

- Generated an additional \$8 million in annual sales; oversaw \$12 million private label program.

Jeff Bailey

12345 Street Name Ave., Houston, TX 11111

555-555-5555 (Home)

555-555-5555 (Cell)

email@resumewriters.com

Accomplished, results-oriented and meticulous Manager interested in continuing work in Telecommunications or working in Finance/Real Estate.

QUALIFICATIONS

- ❖ *Outstanding 8+ year track record of telecommunications experience as a Customer Service Manager and Service Representative.*
- ❖ Knowledgeable of software including ACIS, ASON, ASON+, ESON, RDA, WFA, SPS, EXACT, LASR, Metpro, MS Word and MS Excel. Teaching expertise.
- ❖ Superb leadership, supervisory, interpersonal, communication and coaching skills.

PROFESSIONAL EXPERIENCE

AT&T, Houston, TX

1999 – Present

Manager-Customer Service

- Coordinate product training for employees to ensure that all problems are effectively handled.
- Supervise 3 service representatives and coach 12 employees on escalation handling and effective problem resolution.
 - Improved team productivity 81% within the first month by inspiring subordinates to reach expectations of the department.
 - Determined number of orders processed hourly per individual by generating an order comparison tool.
 - Saved about \$25,000 in payroll costs by creating a process and checklist that offers E-Time.
 - Recognized as the most productive team in UNE-P for 8 months during 2004.

Service Representative (Austin, TX: 1999 – 2002)

- Boosted revenue 110% in year 2000 and 117% in year 2001 by using excellent sales skills.
- Received an “exceeds expectations” performance rating by being a strong, consistent performer.

AMERITECH, Austin, TX

1997 – 1998

Service Representative

- Served as subject matter expert on Centrex, PBX, DID, ADTS-E, DS0-3 and Frame Relay services for 26 representatives.

EDUCATION

TEXAS TECHNICAL COLLEGE, Austin, TX

Course Study in Programming Analysis

Majority of telecommunications/customer service education has come by way of self-study, manufacturer’s training & certification courses, employer in-house study, and “on-the-job” training.

Rhonda Dolliver

87 Dearborn Avenue, Acton, TN 98543 • (324) 209-6543

Qualifications Summary

Administrative support professional experienced working in fast-paced environments demanding strong organizational, technical, and interpersonal skills. Highly trustworthy, ethical, and discreet; committed to superior customer service. Confident and poised in interactions with individuals at all levels. Detail-oriented and resourceful in completing projects; able to multi-task effectively. Capabilities include:

- Customer Service & Relations
- Accounts Payable/Receivable
- Telephone Reception
- Word Processing & Typing
- Filing & Data Archiving
- General Accounting
- Computer Operations
- Office Equipment Operation
- Problem Solving

Experience Highlights

Administrative Support

- Performed administrative and secretarial support functions for the vice president of a large sportswear manufacturer. Coordinated and managed multiple priorities and projects.
- Provided discreet secretarial and reception services for a busy family counseling center. Scheduled appointments and maintained accurate, up-to-date confidential client files.
- Assisted with general accounting functions; maintained journals and handled A/P and A/R. Provided telephone support; investigated and resolved billing problems for an 18-member manufacturer's buying group. Trained and supervised part-time staff and interns.

Customer Service & Reception

- Registered incoming patients in a hospital emergency room. Demonstrated ability to maintain composure and work efficiently in a fast-paced environment while preserving strict confidentiality.
- Conducted patient interviews to elicit necessary information for registration, accurate prioritization, and to assist medical professionals in the triage process.
- Orchestrated hotel special events and reservations; managed customer relations and provided exemplary service to all customers.

Management & Supervision

- Promoted rapidly from front desk clerk to assistant front office manager at an upscale hotel. Oversee all operations including restaurant, housekeeping, and maintenance. Troubleshoot and resolved problems, mediated staff disputes, and handled customer complaints.
- Participated in staff recruitment, hiring, training, and scheduling. Supervised a front-desk staff.

Employment History

ACCOUNTING ASSISTANT, Guardian, Inc., Gonic, IL

PATIENT SERVICES REGISTRAR, Grogan Health System Hospital, Grogan, MA

ASSISTANT FRONT OFFICE MANAGER, Sheraton Exeter, Exeter, CA

RECEPTIONIST / SECRETARY, Family Counseling & Guidance Center, Griffith, CA

ADMINISTRATIVE ASSISTANT, Greenland Sportswear, Grant, CA

Education & Training

Grogan College, Exeter, CA (1988 - 1989)
Concentration in Business Administration

Technical College, Gonic, IL (1999 - Present)

Hager College, Grogan, MA (1996)

Introduction to Computers and MS Office 2000

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Community Involvement

Committed to community service. Extensive volunteer history includes involvement in public schools, Habitat for Humanity, children's homes, and community soup kitchens, work with the elderly, and quilts for children with cancer.

Frances B. Frist

1000 State St. NW, Apt. 1
Washington, DC 2000

fbfrist@princeton.edu
(212) 456-7890 (mobile)

EDUCATION

Princeton University, Princeton, NJ June 2013
A.B. from Woodrow Wilson School of Public and International Affairs
Certificate in Global Health and Health Policy

- Cumulative GPA: 3.17; Departmental: 3.32
- Senior Thesis: Lessons on developing a highly qualified teacher workforce in state pre-kindergarten programs
- Junior Independent Research: Community initiatives to support HIV-positive women in South Africa
- Allen Macy Dulles '51 Award for the senior who best exemplifies Princeton's motto of "in the Nation's Service and the Service of All Nations"

EXPERIENCE

Vice President, Princeton Engineers Without Borders, Princeton, NJ February 2011–Present
Local chapter of national humanitarian organization that implements sustainable engineering projects in developing countries

- Communicate with university administration and national Engineers Without Borders staff to ensure the financial backing and technical support necessary for project approval
- Represent chapter in promotional events and organize regular chapter meetings on campus
- Planned three-week service project in Summer 2011 to Huamazaña, Peru, to install solar energy power
- Designed and conducted accompanying instructional and educational program to teach Peruvian villagers about basic physics, the benefits of sustainable technology, and how to operate and maintain new technology
- Fund-raised to meet goal of over \$15,000 and created 60-page collaborative report for Peru project

Intern, Mothers-to-Mothers, Cape Town, South Africa Summer 2012
Mentoring program offering peer education and support to HIV-positive pregnant woman and new mothers

- Collaborated with a team of three to organize and formalize a 400-page training curriculum, creating a structure that would make the progression of the material clear and logical
- Analyzed gaps in the curriculum and composed modules to fill those gaps to create a comprehensive training program

Intern, Medical Health Research Association—Maternal Infant Care, New York, NY Summer 2011
Network of eight women's health centers in disadvantaged New York City communities

- Conducted wait-time study on four clinics with three other interns, creating data collection tools, gathered data, and analyzed information on over 1,000 patients
- Identified bottlenecks in patient flow and sources of patient wait time, making recommendations to administrators of how to improve patient scheduling and general efficiency of clinics

Intern, National Teaching Academy, Washington, DC Summer 2010
Start-up nonprofit that provides professional development program to talented urban teachers

- Created an interview guide and online survey, interviewing 40 teachers and collecting 130 surveys
- Synthesized research to identify critical issues, outline profiles of model teachers, suggest design structure for workshops, and propose strategies to cope with the challenges of urban schools

ATHLETIC ACHIEVEMENT

Member, Princeton Varsity Women's Lacrosse Fall 2009–Present
NJ Intercollegiate Athletes "2011 Woman of the Year" for leadership, service, academics, and athletics June 2012
The Art Lane '34 Citizen Athlete Award for selfless contribution to sport and society June 2011
United States National Lacrosse Team Member June 2010

OTHER ACTIVITIES/SKILLS

Engaged in bi-weekly campus discussion on race through "Sustained Dialogue" Fall 2009–Spring 2010
Led 10 freshmen on a six-day outdoor orientation trip September 2010 & 2011
Tutored local immigrants in English as a volunteer in an ESL program Fall 2009
Fluency in French

NATALIE HILL

1 Main Street, New Cityland, CA 91010 | | C: (555) 322-7337 example-email@example.com

Summary

Resourceful Call Center Representative who consistently meets and exceeds productivity goals. Proven capacity to troubleshoot issues to resolve issues quickly. Maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

Highlights

- Troubleshooting
- Service and support
- Computer software savvy
- Friendly
- People person
- High standards
- Trainer
- Conflict resolution
- Problem solver
- Critical thinker

Experience

Call Center Representative Sep 2010 to Current

Round Peg Customer Support — New Cityland, CA

- Address customer service inquiries in a timely and accurate fashion.
- Give accurate and appropriate information to answer questions, troubleshoot issues, and resolve complaints.
- Cross-trained over 150 staff members in three years.
- Achieved customer satisfaction rating of 95% within six months, exceeding corporate target.

Call Center Representative May 2005 to Aug 2010

Avian Computer Experts — New Cityland, CA

- Properly directed inbound calls in phone queues to improve call flow.
- Made reasonable procedure exceptions to accommodate unusual customer requests.
- Provided accurate and appropriate information in response to customer inquiries.
- Developed effective relationships with all call center departments through clear communication.
- Worked with upper management to ensure appropriate changes were made to improve customer satisfaction.
- Provided input to assist in selection and implementation of new phone system.

Call Center Representative Jan 2001 to Mar 2005

Togs and Tassels Womenswear — New Cityland, CA

- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Demonstrated mastery of customer service call script within specified timeframes.
- Maintained up-to-date records at all times.
- Built customer loyalty by placing follow-up calls for customers who reported product issues.
- Facilitated information flow between customer service, account management operations, quality assurance, training, and payroll departments to guarantee call center objectives were met.

Emily Ima Dancer

Campus Address:
Frist Campus Center Box 9999
Princeton, NJ 08544

646-111-9999
eidancer@princeton.edu

Permanent Address:
215 East 95th Street, Apt 3Z
New York, NY 10029

- EDUCATION** **Princeton University**, Princeton, NJ June 2015
A.B. in Art and Archaeology, Certificate in Dance GPA: 3.0
Coursework includes: Modern Repertory and Choreography; Topics in Dance History, Criticism, and Aesthetics; The Russian Avant-Garde; Behind the Scenes of the University Art Museum
- Sorbonne University of Paris**, Paris, France Summer 2012
Six-week summer study abroad in intermediate French
- EXPERIENCE** **The Daily Meal**, online food blog, New York, NY Jan. 2012–Present
Editorial Intern
- Gather research on topics ranging from nutrition to cooking tips and pitch story ideas in regard to the college student demographic to editors.
 - Contribute to online stories for the Daily Finds page and write a daily blog for the Campus Eats section.
 - Post daily responses to Campus Eats Q&A and comments page.
 - Utilize social media such as Twitter, Facebook, and Pinterest to help increase readership among university students for the Campus Eats section of blog.
- Quirk Gallery**, Brooklyn, NY July–Aug. 2011
Gallery Shop Intern
- Researched, wrote, and designed artist cards for represented artists.
 - Streamlined Gallery Shop for Domino magazine photo shoot.
 - Performed administrative and clerical tasks including answering phones and sorting mail.
- Princeton University Bridge Year Program**, Urubamba, Peru Sept. 2010– June 2011
Volunteer
- Selected for freshman year experience; worked in two rural communities building a ceramic water filter for residents as well as developing the framework for an after school education program for children ages 5 to 10.
 - Experience provided an autonomous cultural immersion of South America and Peruvian culture.
- New York International Ballet Competition**, New York, NY June–July 2009–2010
Summer Counselor (Live-in position with professional dancers, ages 17–24)
- Directed dancers' daily schedules for rehearsal and classes.
 - Ensured fairness in competition by monitoring and timing rehearsals.
 - Coordinated daily delivery of supplies of food and water.
 - Communicated with judges and visiting company directors on behalf of the dancers.
- CAMPUS ACTIVITIES** **The Review** Sept. 2011–Present
Staff Writer for On-the-Town Section
- Contribute bi-weekly stories covering the Princeton area on such topics as food and fashion.
- Program in Dance** Sept. 2011–Present
Selected Performer
- Performed solo in Susan Marshall's Name by Name.
- HONORS** **Princeton University**: Outstanding Freshman Award in Dance, June 2012
High School: Member of the National Honor Society; AP Scholar with Distinction
- SKILLS** Proficient in Microsoft Word, Excel, and PowerPoint with PCs and Macs; Photoshop experience; Conversational Spanish; Proficient in French

DRIVE TECHNOLOGIES, INC., New York, New York

Vice President, Marketing, 9/1999–12/2004

Ensured on-target delivery of all marketing initiatives for \$25 million hard drive manufacturer serving global markets.

Directed regional and international marketing organization, including national managers, regional managers, and product managers. Spearheaded vision, strategy, and execution of global business operations. Oversaw staffing, strategic directives, and training of national marketing teams. Developed and implemented strategic marketing plans, established marketing and sales objectives, and prepared company-wide sales forecasts. Directed international project teams through due-diligence, prioritization and development. Participated in research and development of new disk-drive technology. Established Performance Drive Europe and Asia operations. Reported to CEO.

Key Achievements:

- Conceived innovative sales strategy that increased annual company revenue by 36%.
- Captured extraordinary market share and revenue results leading directly to joint ventures.
- Effectively led international project teams to proven results across multiple lines of business, geographic borders, time zones, and cultures.

LOUIS INSTRUMENTS, INC., New York, New York

Product Manager, 1/1995–9/1999

Directed product and regional/international marketing operations for \$13 million keyboard and peripheral manufacturer.

Participated in development of new keyboard technology. Recruited, trained, mentored, and developed new management team. Negotiated major OEM contracts.

Key Achievements:

- Increased revenue from zero to \$13 million in five years by expanding market share and establishing alliance initiatives.
- Successfully identified and resolved manufacturing issues, resulting in 12% cost reduction.
- Earned Top-Performance Achievement Award as result of outstanding contributions.

EDUCATION AND CREDENTIALS

Master of Business Administration (MBA) • BOSTON UNIVERSITY, Boston, Massachusetts

Bachelor of Science, Electrical Engineering (BSEE) • NEW YORK UNIVERSITY, New York, New York

Professional Associations:

INSTITUTE FOR GLOBAL COMMUNICATIONS (2000–Present)

ASIAN AMERICAN MANUFACTURING ASSOCIATION, AAMA (1995–Present)

ALLEN ROBERTS

1001 Third Street • New York, New York 10008 • alroberts@myisp.com • (212) 555-8256

EXECUTIVE MANAGEMENT

Strategic Planning • Product Marketing & Management • Global Operations

Accomplished Executive with domestic and international experience in operations, P&L oversight, multichannel product distribution, and marketing involving both start-up and growth organizations. Results-oriented, decisive leader with proven success in new market identification and strategic positioning for multimillion-dollar telecommunications and computer organizations. Track record of increasing sales and growing bottom line while spearheading operational improvements to drive productivity and reduce costs. Excel in dynamic, demanding environments while remaining pragmatic and focused.

CORE COMPETENCIES

- Visionary Leadership
 - Key Partnership Development
 - Organizational Restructuring
 - Global Strategic Alliances
 - Tactical Market Planning
 - Risk Management
 - High-stake Negotiations
 - Budget / Sales Forecasting
 - Public and Media Relations
-

PROFESSIONAL EXPERIENCE

INT COMMUNICATIONS CORPORATION, New York, New York

President and CEO, 12/2004–Present

Provide executive leadership for \$40 million communications infrastructure service provider with eight district offices and net field profit of \$3.8 million.

Lead operations and strategic direction with full responsibility for bottom-line factors, including long-range planning, global product management, and software development processes. Provide cross-functional management; direct three Vice Presidents, COO, CFO, and eight District Managers; and general oversight of 500 employees. Direct all operations for installation and service provision for infrastructure systems: LAN, WAN, fiber optics, voice and data networks. Redefine organizational structure; oversee major pricing decisions and perform monthly financial evaluation of company results.

Key Achievements:

- Created a more responsive and market-driven organization resulting in increased sales from \$22 million to \$40 million in five years.
- Substantially improved productivity while reducing staffing and operational costs by 28%.
- Opened new marketing channels and established strategic alliances in Asia and Europe.
- Developed and introduced successful new products for international markets.
- Returned company to high profitability through strategic and efficient restructuring.

...continued...

ELLEN MOSCONE

27 Colmore Row, Birmingham, England B3 2EW | C: 07956 654 32 | example-email@example.com

Professional Summary

Certified Nursing Assistant with 8+ years work in fast-paced environment handling confidential paperwork, administering medication, and providing quality patient care. Established record of reliability and creating positive rapport with patients, family and staff. Experience serving chronically ill patients, including assisting with daily living activities and household tasks. Patient and highly compassionate.

Certifications and Licenses

Certified Nursing Assistant (CNA), UK 2005-Present
CPR, BLS, and First Aid Certified

Skill Highlights

- Diagnostics
- Medical records
- Charting
- Patient care
- Medication administration
- HIPPA compliance
- Medical terminology
- Patient monitoring
- Calm and level-headed
- Quick problem solver

Professional Experience

Certified Nursing Assistant Silent Hill Healthcare Staffing

11/2010 to Current
Birmingham, England

- Assess vital signs, collect lab samples, and provide pre- and post-operative care.
- Assist patients with activities for daily living such as bathing, grooming, and meals.
- Complete and submit clinical documentation in accordance with agency guidelines.
- Support diagnostic and technical treatment procedures, such as setting up and operating special medical equipment and apparatus.
- Facilitate games and other activities to engage clients.
- Perform routine tests such as urine dip stick, vision, and hearing tests.
- Work in diverse settings including nursing homes, hospitals, and private residences.
- Provide patients and families with emotional support.
- Maintain a clean, orderly and well-stocked environment.
- Adhere to safety guidelines, institutional policies, and company regulations at all times.

Certified Nursing Assistant Benevolence Healthcare

12/2005 to 10/2010
Birmingham, England

- Observed and documented patient status and reported patient complaints to the case manager.
- Read and recorded temperature, pulse, and respiration.
- Massaged patients and applied preparations and treatments, such as alcohol rubs and heat-lamp stimulation.
- Provided necessary supplies, support, and assistance to medical staff and patients for unit specific procedures.
- Tended to patients with chronic illnesses.
- Charted daily information on the residents such as mood changes, mobility activity, eating percentages, and daily inputs and outputs.

Education and Training

Certified Nursing Assistant Training
University of Oxford

2005
Oxford, England

NICHOLAS R. HEINE

12345 Street Name Ave. · Austin, TX 11111 · (555) 555-5555 or (555) 555-5555 · email@resumewriters.com

SUMMARY OF QUALIFICATIONS

Exceptional leader with talent selling design, quality, service and value over price. Proven revenue generator in all market conditions. Adept at B2B sales and negotiations with decision makers at many levels. Technically savvy. Demonstrated ability to build new territories and expand opportunities within existing client base. Outstanding relationship building, training, and presentation skills. Intelligent, articulate, and driven to succeed.

CORE COMPETENCIES

Strategic Planning
In-Service Training
Forecasting

Medical Sales
Client Needs Assessment
Profit & Loss Management

Client Relationship Management
Market Analysis
Negotiation

PROFESSIONAL EXPERIENCE

INNER SYSTEMS, LLC, Dallas, TX

4/2006 – Present

Field Sales Representative

- Sell post auricular hearing aids to Otolaryngologists, Audiologists, and licensed hearing aid specialists.
- Manage comprehensive 15-phase sales process that begins with cold call and concept sell.
- Plan and conduct consumer seminars and participate in tradeshow and industry conventions.
- Train Audiologists on proper physical fitting of product and use of software.
- Achieved up to 245% of production targets in Illinois and Indiana in first 3 months.
- Selected to launch Minnesota territory and manage Wisconsin and Iowa.

AURAL TECH, INC., Seattle, WA

3/2005 – 4/2006

Territory Manager (MN, ND, SD, IA, and MO)

- Analyzed market and identified opportunities.
- Sold medical devices (hearing aids, personal FM and active learning systems) in educational market.
- Qualified leads; assessed needs and recommended solutions; negotiated and implemented pricing.
- Provided in-service training, workshops, and presentations to educational audiologist, SLP & SPED directors, teachers, superintendents, architects, technology directors, and principals.
- Developed monthly and yearly sales and budget forecasts.
- Maintained detailed database of prospects and customers; documented sales calls to facilitate follow up.
- Grew key accounts 13% - 80% in first year.

SELF-EMPLOYED, Tulsa, OK

3/2001 – 4/2005

Sales/PC Technician

- Attracted and retained loyal clients by building reputation of integrity, knowledge, and accountability.
- Sold IT services, including: PC repair and upgrades, Web design, network set-up, and software training.
- Sourced and developed leads via assertive cold calling and flyer campaigns.
- Cross-sold services using B2B and B2C and multi-channel strategies and peer networking.

TRU COMMUTER AIR, INTERNATIONAL, Dallas, TX

5/2003 – 8/2003

Intern

- Spearheaded a research project which will save an estimated \$30,000 annually in unnecessary removal, overhaul, and replacement of avionics components and over \$230K in lost revenue from aircraft downtime; served on Champion Air Reliability Improvement Project team.

EDUCATION

GRAMMAN STATE UNIVERSITY, Austin, TX

Bachelor of Arts: Business Management, 2003

COMPUTER SKILLS

- MS Word, Excel, Access, PowerPoint, Outlook, and Windows; Act!, Sales Logix, and Goldmine
- CompTIA A+ Certification

LILY WRIGHT

1 Main Street, New Cityland, CA 91010 | | C: (555) 322-7337 | example-email@example.com

SUMMARY

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Proven ability to establish rapport with clients and exceed sales quotas. Reliable and driven, with strong time management and prioritization abilities.

HIGHLIGHTS

- Insurance
- Banking
- Technology
- Claims questions
- Policy/account changes
- Service-oriented
- Conflict resolution expert
- Courteous demeanor
- Sharp problem solver
- Energetic work attitude

EXPERIENCE

09/2011 to Current

Customer Service Representative

Hikers Insurance — New Cityland, CA

- Answer customer telephone calls regarding existing accounts.
- Make requested policy and account changes.
- Respond to questions and concerns about service, and escalate calls appropriately.
- Consult with customers to evaluate needs and determine best options.
- Counsel customers on options for service and coverage.
- Upgrade service and offer additional service packages or options.
- Consistently improve customer satisfaction through expert resolution of conflicts, issues, and concerns.

02/2006 to 08/2011

Customer Service Representative

PG Bank Services — New Cityland, CA

- Promptly responded to general inquiries from members, staff, and clients via telephone, mail, e-mail, and fax.
- Resolved service issues and shared benefits of additional services.
- Maintained up-to-date knowledge of bank policies regarding payments, account changes, and upgrades.
- Excelled in exceeding daily credit card application goals.
- Developed highly empathetic client relationships and earned reputation for delivering exceptional customer service.
- Cross-trained and provided back-up for other customer service representatives when needed.

10/2004 to 01/2006

Teller

Mountain National Bank — New Cityland, CA

- Processed cash withdrawals, deposits, and selected internal and external account payments.
- Adhered to regulatory, security, and audit procedures.
- Balanced daily cash deposits and bank vault inventory with a zero error rate.

CERTIFICATIONS

Licensed Limited Lines Travel Insurance Agent, State of California, 2011-Present

VAN JONES

12345 Street Name Ave. • Springfield, CA 11111 • (555) 555-5555 or (555) 555-5555
XXXXXX@resumewriters.com

EXECUTIVE SUMMARY

Extensive experience in operations and manufacturing management spanning plastics, metals, automotive, medical, and aerospace industries. Passionate about quality and customer satisfaction. Record of improving efficiency, productivity, and profitability through automation and process improvement. Outstanding interpersonal, motivational, and presentation skills. Analytical, articulate, and diligent.

CORE COMPETENCIES

Strategic Planning	Process Improvement	Project Leadership
Quality Control	Budget Planning & Cost Control	Client Relations
Manufacturing Automation	Proposal Development	Market Analysis

PROFESSIONAL EXPERIENCE

Independent Consultant

2000 – Present

- Plan and execute research and development on free energy products.
- Direct prototyping of various products.
- Develop cryogenic proposals for drying and treatment of components and products for various industries in British Columbia.

WINSTON TOOLS INC., Toronto, Ontario

1996 – 2000

President

- Directed strategies for prototyping, research, and development of new products for automotive, medical, plastics, and aerospace industries in government and private sectors.
- Facilitated development and manufacturing operations.

VILLAMON LTD, Toronto, Ontario

1992 – 1996

Manufacturing Consultant

- Recruited to analyze and optimize operations of 100,000 square foot manufacturing facility.
- Identified areas of opportunity and money losing products; devised strategy to turnaround operations.

WESTERN MANUFACTURING COMPANY INC., Detroit, Michigan

1990 – 1991

Vice President Operations

- Directed and managed all operations including 1,000 employees and 375,000 square foot facility.
- Reported to CEO and held full profit and loss accountability.
- Oversaw plants in 4 locations with differing product categories: automotive, sheet stock, die cut and injection molding.
- Established stringent operations budget and manufacturing labor standards.
- Reduced overtime by 73% and workforce by 15% while increasing productivity by 10%.

WONTON INTERNATIONAL INC., Sunnyvale, California

1988 – 1989

Assistant to the President

REXTON INDUSTRIES, Van Nys, California

1986 – 1987

Senior Product Engineer

POVALE TECHNOLOGIES INC., Northside, California

1984 – 1986

Product Field Engineer

Sample provided by www.resumewriters.com

Susan Ramirez

1401 Valencia St.
San Francisco, CA 98034

susan.l.ramirez@gmail.com

(Cell) 415-555-1212
(Home) 415-555-1212

Chief Technology Officer

Senior Executive with a 15 year track record of delivering complex, high risk, high value projects through development, program management, and product management. Combine an entrepreneurial instinct, in-depth technical skill, and a strong reputation for developing and motivating cross-functional teams at all levels. Experienced at being the voice of the business, capturing the right message for the largest impact. Build rapport with management, vendors, peers, clients, and technical specialists.

Strong Business Competencies in:

- E-Commerce
- Human Capital Management
- P&L & Financial Statements
- Client Relationships
- New Business Development
- Competitive Positioning
- Market Analysis
- Sales Forecasting
- Workforce Planning

Experience

RETAIL DIVERSIFICATION, INC

2008–Present

Software Development Manager, 2010–Present

Building a Retail Customer Experience team to create the next generation web in support of an existing \$30M motorcycle business.

- Managed the on-site and offshore development teams that provided the technical architecture, design, and support of software assets, including a database of nearly 4M parts and accessories, and a monumental amount of supporting vehicle information.
 - Integrated the UI database into the search indexing group.
- Increased team development capacity by 350%.
- Initiated a complete web site redesign, managing all aspects of back-end and front-end systems

Senior Technical Program Manager, 2008–2010

Directed the technical success of a large cross-company data quality and e-commerce project. Coordinated more than 10 development teams throughout an aggressive 6-month project delivery and subsequent support phase.

- Orchestrated the completion of an “impossible project” in a politically charged environment with VP level scrutiny; delivered on-time and within budget, despite assuming control for project 4 months behind schedule.
- Doubled the turnover of retail sales changing the way organic food was sold, and setting the benchmark for the rest of the wholesale foods category.
- Managed a myriad of short and long term activities, including
 - Refining project purpose, scope, and deliverables.
 - Immediately instituted strong program management practices.
 - Scoped work and coordinated deliverables for more than 10 technology teams.
 - Created a framework for all teams to clearly understand the business requirements.

COMMUNICATION SOLUTIONS, INC

2005–2008

Senior Product Manager

Recruited to join small company with a startup mentality in order to take ownership of an established Product Line with the intent to evolve it to the Next Generation in its class. Delivered revenue of \$50M per year. Product Manager for a line of IP Services routers, and VPN firewall appliances. Responsible for P&L, product vision and roadmap, business plan, product definition, and management of product team.

SAMUEL EVANS

1 Main Street, New Cityland, CA 91010 | | C: (555) 322-7337 example-email@example.com

Summary

Food service worker with fast food, retail and customer service experience. Organized, detail-oriented, and hard-working with training in food safety and handling. Deliver orders quickly, take requests, and maintain dining area in a clean and neat fashion.

Highlights

- Hard-working and reliable
- California Food Handlers Card
- Delivers exceptional customer service
- Neat, clean, and professional appearance
- Proficient cook
- Energetic and engaging
- Comfortable standing for long time periods
- Superb communication and people skills
- Friendly and outgoing
- Trainer and mentor

Experience

Server

Jun 2012 to Current

Flora's Quick Sit Diner - New Cityland, CA

- Serve fresh, hot food with a smile in a timely manner.
- Prepare and deliver beverage such as coffee, tea, and fountain drinks.
- Record customer orders and repeat them back in a clear, understandable manner to minimize errors.
- Promptly report complaints to a member of the management team.
- Package to-go order items into bags place drink orders into carriers.

Server

Jun 2009 to May 2012

Belaire Burgers - New Cityland, CA

- Scheduled activities and equipment use with managers, using information about daily menus to help coordinate cooking times.
- Delivered orders to customers at windows, counters, and tables.
- Correctly received orders, processed payments, and responded appropriately to guest concerns.
- Took necessary steps to meet customer needs and effectively resolve food or service issues.
- Up-sold additional menu items, beverages, and desserts to increase restaurant profits.
- Assisted management with monthly inventory control and weekly stock ordering.

Cashier

Jan 2007 to May 2009

Danny's Pizza - New Cityland, CA

- Wrote order tickets and processed customer payments.
- Answered telephone and in-person inquiries.
- Found extra tasks when scheduled duties were completed.
- Worked well with teammates and openly invited coaching from the management team.

CAMILLE REUBENS

2207 Beach Avenue, Los Angeles, California 90045
213.555.1854 • careub@myisp.com

QUALIFICATIONS PROFILE

Highly creative and multitalented **Graphic Designer** with extensive experience in multimedia, marketing and print design. Exceptional collaborative and interpersonal skills; dynamic team player with well-developed written and verbal communication abilities. Highly skilled in client and vendor relations and negotiations; talented at building and maintaining "win-win" partnerships. Passionate and inventive creator of innovative marketing strategies and campaigns; accustomed to performing in deadline-driven environments with an emphasis on working within budget requirements. *Creative experience in the following:*

PRINT

- Brochures & Newsletters
- Logos & Business Cards
- Posters & Post Cards
- Stationery

PHOTOGRAPHY

- Black & White Photography
- Lithography
- Retouching
- Photograph Restoration

WEB & MULTIMEDIA

- Web Site Design
- Video Editing
- Video Photomontages
- CD Cover Design

PROFESSIONAL EXPERIENCE

Cygnets Media Productions, Long Beach, California

Art Director – Graphic Design, 2005–Present

Successfully manage and coordinate graphic design projects from concept through completion. Collaborate with clients to create vision, conceive designs, and consistently meet deadlines and requirements. Effectively build, motivate, and direct design and production teams. Coordinate freelance designers, consultants and vendors to meet all project requirements. Create and conduct highly persuasive sales and marketing presentations. Expertly convert features to benefits to achieve client objectives. Manage all operational, strategic, financial, quote/bid, staffing, and administrative functions.

Key Achievements:

- Successfully completed client projects worth up to \$470,000.
- Provided proposal layout and design for million-dollar corporate contracts under extremely tight deadlines.
- Established trusting relationships with designers, vendors, and key clients.

Market Studios, Ltd., Norwalk, California

Senior Graphic Designer, 2003–2005

Successfully translated subject matter into concrete design for newsletters, promotional materials and sales collateral. Created design theme and graphics for marketing and sales presentations, training videos and corporate Web sites. Participated in team effort to produce streamlined production of policy manuals and educational materials for newly hired employees and freelance designers.

Continued...

Edgar R. Jimenez

488 Farrish Circle Apt. # 1 • Charlottesville, VA 22903 • (434) 9717492
jimenez02@darden.virginia.edu

EDUCATION

Darden Graduate School of Business Administration **Charlottesville, VA**
University of Virginia
Candidate for Masters in Business Administration, May 2002
Marketing Club, Operations Club, LASA, Consulting Club

Universidad N. Agraria La Molina **Lima, Peru**
Food Industry Engineer, Mar. 1994; Bachelor of Science, Dec. 1991
Ranked 3rd out of 35 students

EXPERIENCE

2001 **INTEGRATION COMMUNICATIONS INTERNATIONAL, INC.** **Mc Lean, VA**
International wireless multimedia services
Summer Associate

- Researched, segmented and targeted a market in Buenos Aires for fixed wireless Internet connection and updated a financial projection for the business.
- Elaborated positioning for the product in Argentina and organized information for potential investors in the project.

1996-2000 **GRANJA LA CALERA** **Lima, Peru**
One of the largest agricultural industry and poultry companies in Peru
Sales and Marketing Manager

- Reorganized and managed the national sales operation, implementing high IT content, modifying procedures and establishing cost-effective product classification and packaging.
- Created a forecast price model to plan production and avoid bullwhip effect in supply chains.
- Redefined the target market, which increased customer base by 400% and doubled sales to US\$15MM. Efforts helped to achieve 95% market share of supermarket channel. Directed the introduction of the company's brand.

1994-1996 **ALMIDONES Y DERIVADOS S.A. (Starch and Derivatives)** **Cañete, Peru**
New venture in production of sweet potato starch with US\$1MM investment
Production Manager and General Administrator

- Evaluated in-depth company finance, sales and operations, and dealt with difficult financial situation, maximizing margins, improving efficiency and processing alternative raw materials
- Supervised the building and installation of the new manufacturing plant. Efforts resulted in full operational capacity without any posterior modifications.

1993-1995 **COORPORACION INKA KOLA S.A. & GLORIA S.A.** **Lima, Peru**
Independent Quality Control Consultant

- Evaluated products for Marketing Departments and monitored sub-contracted production.

1992-1993 **MMTECHNOLOGIES S.A. / MONTANA S.A.** **Lima, Peru**
Production and exportation of natural colorant: Carmine
Plant chief

- Analyzed and improved Carmine Chemical Process, resulting in more efficient process.
- Implemented a laboratory to perform quality control and product in process analysis.

INTERESTS

Biking, trekking and avid reader of politics, history and sociology.

PAUL R. COURSON

12345 Street Ave. • Boston, MA 11111 • (555) 555-5555 or (555) 555-5555 • email@resumewriters.com

SUMMARY OF QUALIFICATIONS

Dedicated Network Systems Administrator with comprehensive data and telecommunications experience. Expertise in data network security analysis and wireless security. Technically savvy. Adept at solving networking, electronics, and computer technology problems. Effective at training technicians and laypersons.

CERTIFICATIONS

Certified Wireless Network Administrator, 2003	Cisco Certified Network Professional, 2002
Microsoft Certified Systems Engineer, 2001	Cisco Certified Network Associate, 2001
Microsoft Certified Systems Engineer NT, 1999	Microsoft Certified Professional, 1999
Microsoft Certified Professional Plus Internet, 1999	

ACCOMPLISHMENTS

- Saved company thousands of dollars in annual renewal fees by implementing Public Key Infrastructure for internal use.
- Aided in configuration and implementation of secure wireless solution that utilizes digital certificates to assist Field Service Automation Department to utilize mobility.
- Configured and tested Cisco Intrusion Detection System Configure and test ENES Department data and backup servers.
- Configured and implemented Science Fair Web Server.

PROFESSIONAL EXPERIENCE

BOSTON WERKS TECHNOLOGY

9/1995 – Present

Network Systems Administrator C (2000 – Present)

- Operate and maintain corporate network and critical networks, protecting network assets.
- Establish and maintain external communication with other networks
- Develop and strengthen working relationships with other IT&T units, customers, and partners.
- Assist in development of ENES plan and support IT&T strategic plan.
- Ensure daily activities are aligned with Network Operations Division priorities and objectives

Network Systems Administrator B (1998 – 2000)

- Supervise and trained technical staff; aided staff to troubleshoot complex customer issues.
- Supported and maintained local servers.
- Maintained local phone connectivity and hookups.

UBS BOSTON, Boston, MA

1993 – 1998

Technical Coordinator II

- Maintained connectivity with remote sites via satellite connection with IBM AS400 system located in house by utilizing the AS400 commands.

TECHNICAL SKILLS

<i>Software:</i>	MS Word, Works, Excel, PowerPoint, Access, and Project; Symantec Firewall and Backup Exec
<i>Operating Systems:</i>	MS Windows NT/2000 and Linux (Red Hat, Mandriva, and SuSe)
<i>Networking:</i>	Cisco Routers and Switches, VPN, ACS, and Cisco PIX
<i>Programming:</i>	Visual Basic

ADDISON JOYCE, RN

963 E. Main, Helena, MT 59601
406-555-5220 • a.joy@myisp.com

QUALIFICATIONS SUMMARY

Dedicated and patient-focused **Registered Nurse** with proven expertise in acute care, staff development, and family advocacy.

- Exceptional capacity to multitask: manage competing priorities with ease while fostering delivery of superior patient care.
- Solid administrative and referral experience include admissions, assessment, treatment, referral, and education for a broad range of patients.
- Widely recognized as an excellent care provider and patient advocate.
- Demonstrated ability to forge, lead, and motivate outstanding healthcare teams that provide top-quality patient care.
- Outstanding interpersonal and communication skills; superior accuracy in patient history, charting, and other documentation.

Certifications and Proficiencies

- | | | |
|-----------------------|--------------------|----------------------------|
| • Ventilator care | • Med/Surg | • Care plan administration |
| • Telemetry | • ICU and CCU | • NG/Sump and Peg tubes |
| • Intravenous therapy | • ER Procedures | • Patient/family education |
| • Phlebotomy | • Triple lumen CVP | • Training and inservices |
| • Basic life support | • AV fistulas | • Meditech documentation |

CAREER EXPERIENCE

ST. ANDREW'S HOSPITAL, Missoula, Montana

Staff Nurse, Intensive Care Unit, 2008–Present

Serve as charge nurse caring for patients with life-threatening illnesses, including acute congestive heart failure, acute myocardial infarction, drug overdose, massive trauma, respiratory failure, and disseminated intravascular coagulopathy. Promote health and support patients and families in coping with illness. Skilled in bedside monitoring, 12-lead EKG, and Bennett 7600 ventilator.

- Provide strong contributions as key member of unit quality assurance program designed to identify and evaluate problems, manage patient census, and allocate staff assignments.
- Exhibit motivation and dedication by providing the highest quality of care to each patient.

O'FLANNERY MEDICAL CENTER, Missoula, Montana

Emergency Staff Nurse, 2005–2008

Provided care for patients suffering from trauma, acute chest pain, respiratory failure/complaints, drug overdoses, and gastrointestinal bleeds. Acquired and recorded patient information. Prepared patients for surgical and radiological procedures, initiated and maintained intravenous therapy, and operated 12-lead EKG.

- Contributed substantially to successful JCAHO accreditation within the department.
- Implemented and coordinated ongoing staff education program.

Continued...

DERRICK CRABTREE

68 Pebble Rd., Salt Lake City, UT 84101 | | C: 555.322.7337 | example-email@example.com

SUMMARY

Accomplished Business Analyst skilled in achieving operational efficiency and increasing revenue in the health care industry. Business process improvement, data analysis, and asset management expert. Employs root cause analysis to identify issues and develop process improvements that lead to cost savings. Exceptional planning and implementation capabilities.

HIGHLIGHTS

- Business process improvement
- Forecasting and planning
- Advanced Excel modeling
- Cost-benefit analysis
- Business systems analysis
- Budgeting
- Project management
- Project life cycle
- System development life cycle
- IS change management

EXPERIENCE

08/2011 to Current

Lead Business Analyst

Heritage Hospital – Salt Lake City, UT

- Spearhead supply chain process improvement and systems implementation projects.
- Develop metrics used to determine inefficiencies and areas for improvement across the hospital.
- Identify process bottlenecks and implemented new and improved processes and policies.
- Lead cross-functional teams to analyze and understand the operational impacts and opportunities for technology changes institution-wide. Redirected technology master plan toward a forward-thinking approach.
- Identified key roadblocks and proposed effective solutions for \$55 million project that saved the hospital almost \$1 million dollars.
- Promoted to Lead Analyst after just 11 months of employment.

08/2010 to 07/2011

Business Analyst

Heritage Hospital – Salt Lake City, UT

- Analyzed department technology usage and determined the best course for future purchases.
- Conducted activity-based analysis of hospital processes and made recommendations based on the findings.
- Identified process boundaries and developed opportunities to automate processes and functions.
- Gathered technical requirements and participated in design sessions.
- Ensured compliance with established internal control procedures by examining records, reports, operating practices, and documentation.

02/2005 to 08/2010

Business Analyst

Mercy Hospital – Salt Lake City, Texas

- Performed research to assist in development of project scope, define requirements, and propose changes.
- Drafted monthly financial reconciliations and forecasts.
- Assisted senior staff with development of effective presentations.
- Collected, data analyzed trends, and created reports as requested.

EDUCATION

2004

Bachelor of Science: Business Management

University of Texas – Dallas, TX

Emphasis in Business Analytics

Top 5% of class

Jane Doe
123 Abbott Avenue
Any City, Any State 12345
(123) 456-7890
jdoe@yahoo.com

Objective

To obtain a pharmaceutical sales position that utilizes my experience in operations and program management, process improvements and implementation, and client relations.

Professional Summary

Experienced and goal-oriented medical professional with a track record of consistently meeting and exceeding established goals and objectives related to management, training and education, and client relations. Skilled in building long-term relationships with all levels of hospital staff and pharmaceutical and medical equipment representatives. Achieved significant results related to promoting organizational growth and staff development, securing necessary industry-related designations, and increasing overall patient volume. Motivated and ambitious with excellent interpersonal communication, relationship management, and presentation skills.

Education

University of ABC
Master of Science in Nursing, Emphasis on Emergency/Trauma

University of ABC
Bachelor of Science in Nursing

Professional Experience and Achievements

Operations Management

- Served as liaison between company and peer organizations, communicating various issues and troubleshooting and resolving problems.
- Supported development and implementation of quality improvement functions, ensuring compliance with strict state regulations regarding pediatric emergency care.
- Assessed patient needs related to equipment and referred findings to board for purchasing approval.
- Partnered with Quality Improvement department staff and hospital management to prepare for JCAHO onsite visit, properly interpret standards, and create improvement plans.
- Managed multidisciplinary task forces overseeing development and implementation of new procedures and medical devices to significantly reduce needlestick injuries.

Staff and Training Development

- Coordinated various training issues to promote ongoing professional development and goal setting for staff.
- Developed innovative curriculum for Vanderbilt's Pediatric Emergency Medicine Seminar and served as guest lecturer.
- Designed training content for hospital-wide implementation of restraint application, ensuring strict compliance with JCAHO requirements and proper product application.
- Applied content through training sessions and presentations for over 1,000 staff members.
- Created program to recognize, motivate, and ensure retention of nurses with specific and demonstrated clinical expertise.
- Analyzed, revised, and facilitated medical center orientation program for newly hired staff members.
- Provided key support for successful conflict resolution, training and content development, and meeting coordination.

Program Design and Administration

- Collaborated with physicians and nurses on development, evaluation, and implementation of nationally-recognized programs and related strategies and visions.
- Conducted presentations on utilization of various equipment use, pediatric emergency medicine, and emergency nursing for hospital administrators, physicians, nurses, EMS, and nursing students.
- Led Steering Committee on Conscious Sedation composed of physicians, hospital administrators, and nurses to develop curriculum and content for educational series.
- Created tools and coordinated related presentations, discussions, and meetings with hospital administration, department chairs, and medical boards.

PROFESSIONAL EXPERIENCE

ABC International; Anytown, USA

President (1997-Present)

- Consult with Pre-IPO and start-ups preparing to expand marketing and production into Asia. Identify and initiate partnerships and venture capital funding sources; establish vendor/supplier relationships; and structure entire strategic business and marketing plans.

Major Computer Corp; Anytown, USA

Billion Dollar Multi-National Manufacturer Of Disk Drives

President, Asia Operations (1996-1997)

- Responsible for volume manufacturing. Redesigned all manufacturing processes to include robotics assembly, cell concept and kan ban manufacturing techniques. Introduced "Six Sigma" disciplines and restructured to a batch mode manufacturing process.

ABC Corp; Anytown, USA

Billion Dollar Multi-National Manufacturer Of Disk Drives

Vice President & Managing Director Asian Operations (1990-1996)

- One of only two Westerners assigned to the Singapore National Productivity Board designed to set-up training grants and programs to various Asian businesses and industry. Awarded Singapore's highest training award for privately held companies in 1993 and 1995. Appointed National Magnetic Technology Center Board of Directors, National University of Singapore. Featured story in March 1995 issue of Productivity Digest, "Legend of Today: ABC."
- During this period successfully negotiated tax incentives for new and existing US companies with local Asian governments. Negotiated 23 years tax free status for three multinational companies and saved ABC \$50 million in annual foreign taxes.

Unknown Technologies; Anytown, USA

Billion Dollar Multi-National Manufacturer Of Disk Drives

Vice-President & Managing Director Singapore Operations (1989-1990)

- Directed massive and swift re-engineering processes and administrative changes. Achieved volume manufacturing goals within 8 weeks with increased output of 11%.

XYZ Corporation; Anytown, USA

Vice-President Worldwide Operations (1983-1989)

- Planned, designed and directed total build out and start-up operations. Implemented Montreal Protocol Agreement for eliminating the use of CFC while cleaning electronic components. Received numerous awards for meeting extremely challenging deadlines and revenue goals, including the "Eye of the Tiger" award for the most innovation solutions to increase growth in one year.

NICHOLAS BROWN

69 38th Ave., London, England W1T 1JY | C: 07956 654 32 | example-email@example.com

Profile

Advanced web developer with 10 years of experience in structuring, developing and implementing interactive websites. Innovative use of technology and SEO to drive traffic and engage users. Able to complete projects efficiently and satisfy customers with attractive, user-friendly websites.

Areas of Expertise

- Advanced programming and design skills
- Web content management
- Landing page development
- SEO
- Project management
- Strong collaborative skills
- Website optimization
- Excellent problem solving skills

Work Experience

Senior Web Developer Jul 2009 to Current

NorthWest Website Development — London, England

- Meet with clients to gather requirements, design sites, and outline schedules.
- Manage web projects with 2-5 developers.
- Develop concepts, control project flow, and ensure deliverable milestones are met.

Web Developer

Jul 2005 to Feb 2009

STOMP Media — London, England

- Performed website design and development for clients in diverse fields such as medical devices, educational software, and entertainment.
- Specialised in sites for new local artists, including elements such as tour calendars, ticket shop carts, music streaming, and news updates.
- Worked closely with senior developer and learned advanced project management skills.

Contract Web Developer

Jul 2005 to Feb 2009

Self-Employed — London, England

- Designed websites for clients on a contract basis.
- Developed project scope and created concepts.
- Maintained schedules and assured on-time delivery of content.

Education

Bachelor of Science, Computer Science

2003

University of London — London, England

- Graduated Summa Cum Laude.
- Coursework in Programming, Data Structures, and Computer Architecture.

Technical Skills

JAVA, HTML, SQL, ASP, PHP, CSS
Wordpress, Blogger, Tumbler, Twitter, Facebook
Dreamweaver, Photoshop, ColdFusion

TRACY MORRIS

10 Main Street • Santa Clara, California 95052
tmorris@myisp.com • h 408.555.5011 • c 408.220.0004

SENIOR SALES MANAGER

Strategic Sales Planning • Relationship Management • Market Expansion

Dynamic, results-driven sales strategist with a 14+ year record of achievement and demonstrated success driving multimillion-dollar revenue growth while providing visionary sales leadership in highly competitive markets. Solid track record securing key clients and increasing product distribution to grow market share. Tenacious in building new business, securing customer loyalty, and forging strong relationships with external business partners. Exceptional mentor and coach; combine business acumen with innate leadership abilities to recruit, build, and retain top-performing sales teams.

Key strengths:

- High-impact Sales Presentations
 - Territory Growth Management
 - New Product Launch
 - Strategic Market Positioning
 - Needs Assessment & Product Education
 - Multimillion-dollar Negotiations
 - Budget Administration / P&L Management
 - Recruiting and Staffing Initiatives
 - Staff Development Programs
 - Team Leadership, Coaching, and Mentoring
-

PROFESSIONAL EXPERIENCE

SYSTEMS CORPORATION, Santa Clara, California

Director, North American Sales (2008 to Present)

Oversee corporate sales division with eight district offices for leading innovator in data storage and automation with 1500 employees and annual revenues exceeding \$100 million.

Direct sales and business development functions, including new product rollouts, key account management, customer relationship development, contract negotiations, and order fulfillment. Manage P&L and budget responsibilities. Conduct cross-functional team training, coaching, and mentoring. Lead district sales managers and marketing associates located throughout the U.S. and Canada. Design, implement, and adjust various sales plans and programs for data storage products, with a focus on building two-tier distribution channel and fostering demand in the Fortune 500 arena.

Selected Achievements:

- ◆ Instrumental in complete turnaround of under-performing sales team; set higher expectations and instituted individual accountability resulting in **450% revenue increase** over three years.
- ◆ Met or exceeded all quotas throughout tenure; averaged more than **\$57 million in annual sales** in North America and earned multiple company awards in recognition of performance.
- ◆ Consistently developed strong, sustainable relationships with VAR partners and executive decision makers of Fortune 500 client companies.

DRIVE STORAGE, INC., Chicago, Illinois

Midwest Sales Director (2003 to 2008)

Recruited to build and develop top-producing sales team and manage 12-state territory for computer distributor with \$110 million in annual sales.

...continued...

Mary A. Smith

555 Main Street • Sacramento, CA 99999
Home: (123) 456-7890 • Cell: (987) 654-3210
Email: schoolprincipal@anyemail.com

Award-Winning Middle School Principal

Improving instructional quality, academic programming, and standardized test scores at the middle school level

Background reflects 18 years of experience in educational leadership in K-8 environments. Established a reputation as a progressive administrator with a successful track record of increasing student performance, school rankings, and credentials of faculty. Instituted state-of-the-art curricula, academic programs, and teaching practices that facilitated student learning and motivation. Established exceptional relationships with parents and community.

Areas of Expertise

- | | |
|---|--|
| ■ Middle School Operations Management | ■ Process Redesign & Process Improvement |
| ■ Cutting-Edge Curriculum Design & Management | ■ Public Relations & Community Relations |
| ■ Teacher Development, Coaching & Mentoring | ■ Teambuilding, Recruiting & Staffing |
| ■ Budget Development & Management | ■ Literacy Enhancement Initiatives |
| ■ Cost Analysis, Control & Reduction | ■ Character Development Programs |

Education

- **Johnson University**, Sacramento, CA – Master of Science in Educational Leadership, 2006
- **Teachers' College of Washington**, Seattle, WA – Bachelor of Science in Elementary Education, 1991
- **Certifications** – California State Chief School Administrator, Principal, and Teacher of Elementary Education

Professional Experience

SACRAMENTO PUBLIC SCHOOLS, Sacramento, CA ■ 1991 – Present
Principal of Gwendolyn Reynolds Middle School ■ Sept. 2006 – June 2010

Promoted to increase academic performance of a 745-student middle school with 101 faculty and staff members. Directed all school operations, curriculum development, budgeting, student services, program development, staff mentoring, and public relations functions. Worked closely with Office of the Superintendent to align school with overall district policies and mission. Developed and managed a \$275,000 school operating budget.

➤ **Redesigned school policies and procedures to create an environment that promoted teamwork and common goal attainment;** transformed school from an underperforming facility to the number #3 middle school in the county (out of 26 middle schools); [here's how](#):

- Achieved a 14% increase in standardized tests in first year of leadership; improved school's ranking from bottom 33% to top 25% in Math and Science by creating tasks forces to enhance performance.
- Expanded professional development programs for faculty members; researched and implemented low-cost educational programs, webinars, in-services, and e-learning programs to upgrade teaching skills.
- Created a leadership structure within each grade and department, providing clear and effective channels of communication from the administration to faculty members.

➤ **Partnered with district middle schools to develop a unified approach to instruction and programming;** led the multi-facility initiative to address common, long-standing issues; played a key role in building the district into a cohesive unit, performing far above other districts in the state; [here's how](#):

- Recruited curriculum development specialists to analyze existing academic programs, identify deficiencies, and implement corrective action; instituted a more hands-on approach, which increased academic scores.
- Spearheaded process improvement initiatives and introduced district-wide extracurricular academic programs; pooled district resources to minimize cost for vital school services.

Natalie Allio

75 Monument Rd., London, England W1T 1JY

Cell: 07956 654 32

example-email@example.com

PROFESSIONAL SUMMARY

Dedicated and focused secretary who excels at prioritising, completing multiple tasks simultaneously. Specialise in administrative support to busy engineering firms. Committed to delivering high quality results with little supervision. Energetic, organised, and professional.

AREAS OF EXPERTISE

- Microsoft Office proficiency
 - Business writing
 - QuickBooks expert
 - Self-directed
 - Time management
 - Professional and mature
 - Strong problem solver
 - Resourceful
-

WORK EXPERIENCE

Secretary, 02/2010 to Current

Hartwell Engineering — London, England

- Drafted meeting agendas, supplied advance materials and executed follow-up for meetings and team conferences.
- Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.
- Designed electronic file systems and maintained electronic and paper files.
- Wrote reports and correspondence from dictation and handwritten notes.

Administrative Assistant, 04/2008 to 01/2010

ProServe Design — London, England

- Created PowerPoint presentations used for business development.
- Posted open positions on company and social media websites.
- Created weekly and monthly reports and presentations.
- Managed the day-to-day calendar for the company's chairman.

Secretary, 08/2004 to 03/2008

Scott Engineering — London, England

- Created and maintained spreadsheets using advanced Excel functions and calculations to develop reports and lists.
 - Received and screened a high volume of internal and external communications, including email and post.
 - Properly routed agreements, contracts and invoices through the signature process.
-

EDUCATION

Bachelor of Arts: English, 2004

University of Oxford — Oxford, England

Professional Experience (continued)

RICHEMONT INTERNATIONAL – London, England **1999 – 2004**

Director of International Public Relations and Media Affairs for one of the world's leading luxury goods groups, encompassing Cartier, Alfred Dunhill, and Montblanc.

- Recruited to launch and oversee public relations and marketing for the Laureus World Sports Awards, the ESPN World Sports Academy, the not-for-profit Laureus Sports for Good Foundation, and the Dunhill Links Golf Championship.
- Wrote and implemented strategic marketing plan, developed a comprehensive media training manual, set and monitored a multi-million dollar budget, and managed a staff of six employees and 50 contract workers around the globe.
- Grew awareness by 42% to reach 2.3 billion people across 28 countries, generating publicity valued at 28.8 million Euros.
- Collaborated with journalists across 20 international markets; managed red carpet media and VIP access list, as well as all publicity in Monte Carlo at the ESPN *Espy* Awards.
- Invited high profile celebrities and sports figures, including HSH Prince Albert, Michael Jordan, Nelson Mandela, Edwin Moses, and Cathy Freeman.

TEMBANI COMMUNICATIONS – Berlin, Germany **1995 – 1999**

Founder and Managing Director of a public relations firm with a distinguished client list.

- Secured eminent accounts and promoted highly regarded sporting events, including the Alfred Dunhill Cup, Southern Africa PGA Tour, and Million Dollar Golf Challenge.
- Attained publicity for live concert events, including the Spice Girls, Bryan Adams Tour, Counting Crows, and Simply Red.
- Launched the Tank Française dress watch for Cartier, and handled Stella McCartney's debut fashion collection for Chloé.

SUSSENS, MANN, OGILVY MATHER – Johannesburg, South Africa **1994 – 1995**

Account Director

- Developed crisis communication strategies in line with advertising objectives; created sponsorship management practices.
- Supervised government lobbying activities, and social investment programs for Alfred Dunhill, Lever Brothers, Pretoria, Portland Cement, and the Independent Broadcasting Authority.

FAIR LADY MAGAZINE – Cape Town, South Africa **1992 – 1994**

Public Relations and Promotions Manager for a leading women's fashion periodical.

Community Leadership

Member of the Board of Directors – South African Ballet Theatre • 2005 – Present

Computer Skills

MS Windows 95/98/2000/XP, MS Word, Excel, PowerPoint, Outlook, Explorer, Access, PhotoShop, MS Project, ASeeDC, LotusNotes

Education

HARVARD UNIVERSITY – Cambridge, MA
Bachelor of Arts in Art History • 1992
Graduated with Honors

VICTORIA REED

1 Main Street, New Cityland, CA 91010 | | C: (555) 322-7337 example-email@example.com

Summary

Experienced Server bringing enthusiasm, dedication and an exceptional work ethic. Trained in customer service with knowledge of French cuisine. High energy and outgoing with a dedication to positive guest relations. High volume dining, customer service, and cash handling background.

Highlights

- Works well under pressure
- Exceptional interpersonal skills
- Trained in liquor, wine, and food service
- Master of sales techniques
- Food ingredients expert
- Point of Sale (POS) system operation
- California Food Handlers card
- Food safety understanding
- Upbeat, friendly, and positive
- Highly responsible and reliable

Experience

Head Waiter Jan 2011 to Current

Châteaux Le Marc — New Cityland, CA

- Train new waiters and floor staff on guest service expectations, safety procedures, proper food handling, and restaurant protocols.
- Monitor dining room to ensure optimal guest experiences.
- Work with individual servers to improve performance.
- Answer customer inquiries and resolve issues promptly.
- Schedule wait and floor staff, approve time off, and rework loads as needed.

Waitress Feb 2008 to Dec 2010

Grand-Père — New Cityland, CA

- Delivered exceptional, friendly, and fast service.
- Answered questions about menu selections and made recommendations when requested.
- Accurately recorded orders and partnered with team members to serve food and beverages that exceeded guests' expectations.
- Skillfully anticipated and addressed guests' service needs.
- Managed closing duties, including restocking items and reconciliation of the cash drawer.

Waitress Apr 2006 to Jan 2008

Regis on the Balcony — New Cityland, CA

- Assisted guests with making menu choices in an informative and helpful fashion.
- Appropriately suggested additional items to customers to increase restaurant sales.
- Effectively communicated with kitchen staff regarding customer allergies, dietary needs, and other special requests.
- Regularly checked on guests to ensure satisfaction with each food course and beverages.
- Consistently adhered to quality expectations and standards.
- Routinely cleaned table linens, table settings, glassware, windowsills, carpets, counters, floors, storage areas, and service refrigerators.

JULIA DOUGHERTY

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Professional Summary

Responsible elementary school teacher with excellent communication skills demonstrated by 9 years of teaching experience. Passion for education, especially science education for girls. Motivated, enthusiastic educator with a strong desire to foster a cohesive student learning atmosphere. Specialize in managing students effectively and maximizing learning opportunities in diverse classroom settings.

Qualifications

- Teaching, tutoring and counseling
- MA Education
- Effectively work with parents
- Motivating students
- Interactive teaching/learning
- Innovative lesson planning
- Classroom management
- Learning style assessment
- Performance assessments
- Creative lesson plan development

Experience

- 3rd Grade Teacher** **08/2009 to Current**
Westwood Elementary School **Seaside Heights, NJ**
- Develop interesting course plans to meet academic, intellectual, and social needs of students.
 - Establish and enforce rules for behavior and procedures for maintaining order among a diverse class of students.
 - Coordinate after school tutoring hours with other teachers to help students in need of extra attention.
 - Applied progressive teaching principles to a class of 29 students, improving standardized tests scores by 17% in six-month period.
 - Received high remarks for the creativity of classroom lesson plans and instructional techniques from students, parents, and faculty.
- 1st Grade Teacher** **08/2004 to 05/2009**
Sweetbriar Elementary School **Seaside Heights, NJ**
- Developed, administered, and corrected tests and quizzes in a timely manner.
 - Implemented interesting and interactive learning mediums to increase student understanding of course materials.
 - Routinely met with students' parents regarding in-class issues and learning interruptions to discuss solutions.
 - Performed student background reviews to develop tailored lessons based on student needs.
 - Combined discipline plan with effective measures and various lesson plans to increase concentration, participation, and progress student accountability.

Education

- Master of Science: Education** **2004**
Western Governor's University
Concentration in Science
- Bachelor of Science: Education** **2002**
Western Governor's University
Concentration in Science

Certifications

New Jersey State Certified Teacher - Current

Affiliations

New Jersey Education Association - Member
American Federation of Teachers New Jersey, AFL-CIO - Member