

*More than
100,000 copies in print!*

Best GALLERY OF RESUMES™

*A Collection of Quality Resumes
by Professional Resume Writers*

FOURTH EDITION

More than 175 sample resumes for dozens of professions,
plus 80 cover letters



Expert resume writing tips and advice



Special sample section featuring high-quality resume paper from



DAVID F. NOBLE, Ph.D.

jst
Works
America's Career Publisher™

GALLERY
OF
Best
RESUMES™

*A Collection of Quality Resumes
by Professional Resume Writers*

FOURTH EDITION

DAVID F. NOBLE, Ph.D.

jst
Works
America's Career Publisher

Gallery of Best Resumes: A Collection of Quality Resumes by Professional Resume Writers
Fourth Edition

© 2007 by David F. Noble

Published by JIST Works, an imprint of JIST Publishing, Inc.

8902 Otis Avenue

Indianapolis, IN 46216-1033

Phone: 800-648-JIST

Fax: 800-JIST-FAX

E-mail: info@jist.com

Visit our Web site at **www.jist.com** for information on JIST, free job search tips, book chapters, and ordering instructions for our many products! For free information on 14,000 job titles, visit **www.careeroink.com**.

Other books by David F. Noble:

Gallery of Best Cover Letters

Gallery of Best Resumes for People Without a Four-Year Degree

Quantity discounts are available for JIST books. Have future editions of JIST books automatically delivered to you on publication through our convenient standing order program. Please call our Sales Department at 1-800-648-5478 for a free catalog and more information.

Trade Product Manager: Lori Cates Hand

Copy Editor: Gayle Johnson

Proofreaders: Linda Seifert, Jeanne Clark

Interior Designer: Debbie Berman

Page Layout: Toi Davis, Trudy Coler

Cover Designer: designLab, Seattle

Cover Photo: C Squared Studios/Photodisc Green/Getty Images

Indexer: Ginny Noble

Printed in the United States of America.

12 11 10 09 08 07 9 8 7 6 5 4 3 2 1

Library of Congress Cataloging-in-Publication Data

Noble, David F. (David Franklin), 1935-

Gallery of best resumes : a collection of quality resumes by professional resume writers /
by David F. Noble. -- 4th ed.

p. cm.

Includes bibliographical references and index.

ISBN 978-1-59357-365-2 (alk. paper)

1. Résumés (Employment) I. Title.

HF5383.N62 2007

650.14'2--dc22

2006035460

All rights reserved. No part of this book may be reproduced in any form or by any means, or stored in a database or retrieval system, without prior written permission of the publisher except in the case of brief quotations embodied in articles or reviews. Making copies of any part of this book for any purpose other than your own personal use is a violation of United States copyright laws. For permission requests, please contact the Copyright Clearance Center at www.copyright.com or (978) 750-8400.

We have been careful to provide accurate information in this book, but it is possible that errors and omissions have been introduced. Please consider this in making any career plans or other important decisions. Trust your own judgment above all else and in all things.

Trademarks: All brand names and product names used in this book are trade names, service marks, trademarks, or registered trademarks of their respective owners.

ISBN 978-1-59357-365-2

Contents

Foreword	vii
-----------------------	------------

Acknowledgments	viii
------------------------------	-------------

Introduction	1
---------------------------	----------

How This Book Is Organized	2
---	----------

This practical “idea book” of best resumes has three parts: Best Resume Writing Tips; a Gallery of 178 resumes written by 71 professional writers; and an Exhibit of 30 cover letters, together with tips for polishing cover letters. With this book, you have a treasury of quality resumes and cover letters that you can use as superior models for your own resumes and cover letters.

Who This Book Is For	4
-----------------------------------	----------

This book is for *any job seeker* who wants to know how the professionals write resumes. It's for *active job seekers* who want top-notch ideas for creating a first-rate resume in today's competitive job market. It's for *all job seekers* who must have an ahead-of-the-pack resume—from *high school students* looking for their first jobs to *retirees* who want to stay employed. This book is also for *career changers*, those *terminated* by downsizing, and the *overqualified*, who must look in new directions and tailor their resumes in special ways. Because of the wealth of quality resume models in this book, it is for *anyone* who wants examples of top-quality resumes to create an outstanding resume.

What This Book Can Do for You	4
--	----------

This idea book can transform your thinking about resumes so that you have a better sense of what kind of resume is best for you and will help you schedule more interviews.

Part 1: Best Resume Tips	5
---------------------------------------	----------

<i>Best Resume Tips at a Glance</i>	6
---	----------

Best Resume Tips	7
-------------------------------	----------

Best Resume Writing Strategies	8
---	----------

In this section, you learn experience-tested resume-writing strategies, such as how to put the most important information about you as a worker near the top of your resume, how to highlight key information so that it is seen, and how to showcase your experience and skills.

Best Resume Design and Layout Tips9

This section shows you effective design techniques, such as how to use *white space* for an uncluttered look; how to use choice phrases from reference letters as *testimonials* in a resume; how to make decisions about *fonts* and *typefaces*; how to handle capital letters, underlining, italic, and bold-facing; and how to use *graphic elements* such as bullets, lines, and shaded boxes.

Best Resume Writing Style Tips14

To help you make your resume error-free, you learn in this section practical writing tips, such as how to use *capital letters* in computer terms; how to use *hyphens* in words and phrases; and how to use *commas*, *semicolons*, *dashes*, and *colons* correctly.

Part 2: The Gallery19***The Gallery at a Glance*20****How to Use the Gallery21****Resumes on Special Paper23****Special Paper Information41****Resumes Grouped by Occupational Fields**

Accounting.....	43
Advertising/Promotion.....	51
Communications.....	59
Customer Service.....	69
Design/Architecture.....	75
Education/Training.....	83
Engineering.....	141
Finance.....	155
Healthcare.....	183
Hospitality.....	233
Human Resources.....	241
Information Systems/Technology.....	259
Law.....	283
Law Enforcement.....	293
Management.....	305
Manufacturing.....	331
Media.....	339
Sales and Marketing.....	347

Part 3: Best Cover Letter Tips363***Best Cover Letter Tips at a Glance*364****Best Cover Letter Writing Tips.....365****Myths About Cover Letters.....365**

Tips for Polishing Cover Letters	366
A quality resume can make a great impression, but that impression can be ruined quickly by a poorly written cover letter. This section shows you how to eliminate common errors in cover letters. It amounts to a <i>crash writing course</i> that you won't find in any other resume book. After you read this section, you will be better able to write and polish any letters you create for your job search.	
Using Good Strategies for Letters.....	366
Using Pronouns Correctly.....	367
Using Verb Forms Correctly.....	368
Using Punctuation Correctly	369
Using Words Correctly	373
Exhibit of Cover Letters	375
In this section, you learn how to evaluate 30 sample cover letters that accompanied resumes featured in the <i>Gallery</i> . After you study this exhibit, you will have a better feel for designing your own cover letters to make them distinctive and effective.	
Appendix: List of Contributors	409
Occupation Index	417
Features Index	422

Foreword

You just have to ask whether the world needs yet another resume book. There are hundreds of them out there, and each year there is a new crop. So a legitimate question is, “Why is this resume book worthwhile?”

After looking at hundreds of resume books, I can tell you that most people who write them really don’t know much about looking for work—and too few seem to know much about what makes a good resume. They often have backgrounds as personnel directors (who use resumes to screen people out, not in) or teachers (with little practical experience in actually looking for work). Nice people, I’m sure, but not all that well qualified.

Gallery of Best Resumes is different from most resume books for two reasons:

- The resumes have all been created by people who write resumes for a living.
- David Noble.

I think that these two reasons make this a more useful and important book. Let me explain.

While most books are based on one person’s opinion of what makes a good resume, *Gallery of Best Resumes* includes resumes written by dozens of professional resume writers. These people make their living helping others produce good resumes, and they sent us their best work. This approach allows for a wide range of writing styles, formats, and designs that just is not possible through any other approach.

But behind this extraordinary collection of resumes is the author, David Noble. Educated in the classics and a graduate of prestigious universities, he brings to this collection a discipline of thought and an understanding of good writing that are simply lacking in most resume books. When I asked him to explain how this book was developed, he used this analogy:

If Plato had been asked, “What is a resume?”, he would have asked the questioner what it was for, how it was used, and what it did. Plato would then have tried to imagine the ideal form that a resume should take to fulfill those functions. That, David explained, is deductive reasoning (an advanced form of intuition).

Aristotle, a pupil of Plato, responding to the same question, would have asked, “Who makes resumes?”, and he would have asked a number of those persons to show him examples. Aristotle would then have sorted through those examples and arranged them into types. From this, he would have determined what a resume is. That, David explained, is inductive reasoning (a scientific method).

Aristotle’s method is the one that David used to examine the question “What makes a resume a best resume?”

Apparently, some things make one resume stand out above others. Instead of just making assumptions, David examined hundreds of professionally written resumes. After careful analysis, he presented his conclusions in this book—along with lots of outstanding resumes.

One good thing about this book is that you don't have to read Plato or Aristotle to find out how to write a good resume. It's all here. You can examine carefully on your own the resumes presented in the *Gallery*, or spend some time learning from David the principles of resume writing and, more importantly, how to *use* a resume.

Michael Farr

(Mike Farr is the author of many career planning and job search books, including his own books on resumes, *Same-Day Resume*, *The Quick Resume & Cover Letter Book*, and *Best Jobs for the 21st Century*. Collectively, his books have sold more than two million copies.)

Acknowledgments

To all those who helped to make possible this fourth edition, I would like to offer my appreciation. Again, I am most indebted to all the professional resume writers who sent me many examples of their work for inclusion in this book and other books. These writers took the time—often on short notice—to supply fictionalized resume files attached to e-mails, and any other requested information.

I want to express my gratitude to Mike Farr for his Foreword to this book and to Lori Cates Hand for overseeing this project.

Introduction

Gallery of *Best Resumes*, Fourth Edition, is a new collection of quality resumes from professional resume writers, each with individual views about resumes and resume writing. Forty-two of the resumes and seven of the cover letters in this fourth edition are new. Some of the writers who contributed resumes to the first, second, and third editions are represented in this edition, but a few are not for various reasons (the writer has retired, become inactive as a resume writer, changed careers, and so on). Several contributors to earlier editions have works in this fourth edition after an absence, and it is good to welcome them back.

Unlike many resume books whose selections look the same, this book, like the first three editions, contains resumes that look different because they are representations of *real* resumes prepared by different professionals for actual job searchers throughout the country. (The writers have fictionalized certain information in the resumes to protect each client's privacy.) Even when several resumes from the same writer appear in the book, most of these resumes are different because the writer has customized each resume according to the background information and career goals of the client for whom the resume was prepared.

More than a decade has passed since the first edition, but the resumes in this fourth edition are still professional-looking. During the past 12 years the resume writing industry has continued to mature because of the following factors:

- The increase in the number of professional organizations for resume writers
- The ready sharing of ideas at these organizations' national conventions
- The easy access to e-mail and the World Wide Web
- The greater availability of higher-resolution, lower-cost printers (black-and-white and color) for PCs
- The increase in the number of books like this Gallery that display collections of quality resumes and cover letters by professional writers. Often these books serve as a source of ideas that emerging writers use as they develop their expertise. Susan Britton Whitcomb's *Résumé Magic* continues to offer professional resume-writing advice that other professional writers find useful.

Instead of assuming that one resume style fits all, the writers featured in this Gallery believe that a client's past experiences and next job target should determine the resume's type, design, and content. The use of *Best* in this book's title reflects this approach to resume making. The resumes are not "best" because they are ideal types for you to imitate, but because the resume writers interacted with their clients to fashion resumes that were best for each client's situation.

This book features resumes from writers who share several important qualities: good listening skills, a sense of what details are appropriate for a particular resume, and flexibility

in selecting and arranging the resume's sections. By "hearing between" a client's statements, the perceptive resume writer can detect what kind of job the client really wants. The writer then chooses the information that best represents the client for the job being sought. Finally, the writer decides how to best arrange the information for that job, often from the most important to the least important. With the help of this book—both in its advice and especially in many examples of resumes that were successful for clients—you can create this kind of resume yourself.

Almost all the writers of the resumes in this Gallery are members of the Career Masters Institute (CMI), the National Résumé Writers' Association (NRWA), the Professional Association of Résumé Writers & Career Coaches (PARW/CC), or Career Directors International (CDI—formerly the Professional Résumé Writing and Research Association). Many of the writers belong to more than one of these organizations. Each organization has programs for earned certification. For example, writers who have Certified Professional Résumé Writer (CPRW) certification received this designation from the PARW/CC after they studied specific course materials and demonstrated proficiency in an examination. Those who have National Certified Résumé Writer (NCRW) certification received this designation from NRWA after a different course of study and a different examination. For contact information for the CMI, NRWA, PARW/CC, and CDI, see their listings at the end of the Appendix (List of Contributors).

How This Book Is Organized

Like the first three editions, this edition has three parts. Part 1, "Best Resume Tips," presents resume writing strategies, design and layout tips, and resume writing style tips for making resumes visually impressive. Many of these strategies and tips were suggested by the resume writers who contributed resumes to the first three editions. From time to time, a reference is given to one or more Gallery resumes that illustrate the strategy or tip.

Part 2 is the Gallery itself, containing 178 resumes from 72 professional resume writers throughout the United States, Australia, and Canada.

Resume writers commonly distinguish between chronological resumes and functional (or skills) resumes. A *chronological resume* is a photo—a snapshot history of what you did and when you did it. A *functional resume* is a painting—an interpretive sketch of what you can do for a future employer. A third kind of resume, known as a *combination resume*, is a mix of recalled history and self-assessment. Besides recollecting "the facts," a combination resume contains self-interpretation and therefore is more like dramatic history than news coverage. A chronological resume and a functional resume are not always that different. Often, all that is needed for a functional resume to qualify as a combination resume is the inclusion of some dates, such as those for positions held. Almost all the resumes in this edition are combination resumes.

The resumes in this edition are presented in the following occupational categories:

- Accounting
- Advertising/Promotion
- Communications
- Customer Service
- Design/Architecture
- Education/Training
- Engineering
- Finance
- Healthcare

Hospitality
Human Resources
Information Systems/Technology
Law
Law Enforcement
Management
Manufacturing
Media
Sales and Marketing

Within each category, the resumes are generally arranged from the simple to the complex. Some of the resumes are one page, but most of them are two pages. A few are more than two pages.

The Gallery offers a wide range of resumes with features you can use to create and improve your own resumes. Notice the plural of “resumes.” An important premise of an active job search is that you have not just one “perfect” resume for all potential employers, but different versions of your resume for different interviews. The Gallery therefore is not a showroom where you say, “I’ll take that one,” alter it with your information, and then print 200 copies of your version. It is a valuable resource for design ideas, expressions, and organizational patterns that can help make your resume a “best resume” for each new interview.

Creating multiple versions of a resume may seem difficult, but it is easy to do if you have (or have access to) a PC and a laser printer or some other kind of printer that can produce quality output. You also need word processing, desktop publishing, or resume software. If you don’t have a computer or don’t know someone who does, most professional resume writers have the hardware and software, and they can make your resume look like those in the Gallery. See the List of Contributors in the Appendix for the names, addresses, phone numbers, e-mail addresses, and Web sites (if any) of the professional writers whose works are featured in this book. A local fast-print shop can make your resume look good, but you probably will not get the kind of advice and service that a professional resume writer provides.

In this fourth edition of *Gallery of Best Resumes*, a few resumes (such as a couple by Pat Kendall of Tigard, Oregon) were posted on the Web as e-resumes. Kendall is a recognized expert on e-resumes for the electronic submission of resumes or cover letters. Visit her Web site (see the Appendix for her contact information) to see more examples of e-resumes and to learn more about them. Many employers now encourage the electronic submission of job search documents because of timeliness and expediency in processing. Any of the resumes in this book can be modified for electronic transfer. If you intend to apply online for positions, be sure you follow the submission guidelines posted by the employer. If they are not clearly explained, phone or e-mail the company to inquire. You don’t want to be disqualified for a job that suits you well because you did not follow the steps for successful submission.

Part 3, “Best Cover Letter Tips,” discusses some myths about cover letters and gives you tips on polishing cover letters. Much of the advice offered here also applies to writing resumes. Included in this part is an exhibit of 30 cover letters.

The List of Contributors in the Appendix is arranged alphabetically by country, state or province, and city. Although most of these resume writers work with local clients, many of them work nationally or internationally with clients by phone or e-mail.

You can use the Occupation Index to look up resumes by the current or most recent job title. This index, however, should not replace careful examination of all the resumes.

Many resumes for some other occupation may have features that you can adapt to your own occupation. Limiting your search to the Occupation Index may cause you to miss some valuable examples. You can use the Features Index to find resumes that contain representative resume sections that may be important to you and your resume needs.

Who This Book Is For

Anyone who wants ideas for creating or improving a resume can benefit from this book. It is especially useful for active job seekers—those who understand the difference between active and passive job searching. A *passive* job seeker waits until jobs are advertised and then sends copies of the same resume, along with a standard cover letter, in response to a number of help-wanted ads. An *active* job seeker modifies his resume for a specific job target *after* he or she has talked in person or by phone or e-mail to a prospective interviewer *before* a job is announced. To schedule such an interview is to penetrate the “hidden job market.” Active job seekers can find in the Gallery’s focused resumes a wealth of strategies for targeting a resume for a particular interview. The section “How to Use the Gallery” at the beginning of Part 2 shows you how to do this.

Besides the active job seeker, any unemployed person who wants to create a more competitive resume or update an old one should find this book helpful. It shows the kinds of resumes that professional resume writers are writing, and it showcases resumes for job seekers with particular needs.

What This Book Can Do for You

Besides providing you with a treasury of quality resumes whose features you can use in your own resumes, this book can help transform your thinking about resumes. There is no one best way to create a resume. This book helps you learn how to shape a resume that is *best for you* as you try to get an interview with a particular person for a specific job.

You might have been told that resumes should be only one page long; however, this is not necessarily true. The examples of multiple-page resumes in the Gallery help you see how to distribute information effectively across two or more pages. If you believe that the way to update a resume is to add your latest work experiences to your last resume, this book shows you how to rearrange your resume so that you can highlight the most important information about your experience and skills.

After you have studied “Best Resume Tips” in Part 1, examined the professionally written resumes in Part 2, and reviewed “Tips for Polishing Cover Letters” and the cover letters in Part 3, you should be able to create your own resumes and cover letters worthy of inclusion in any gallery of best resumes.



1

P ♦ A ♦ R ♦ T

Best Resume Tips

Best Resume Tips at a Glance

Best Resume Tips	7
■ Best Resume Writing Strategies	8
■ Best Resume Design and Layout Tips	9
■ Best Resume Writing Style Tips.....	14

— Best Resume Tips

In a passive job search, you rely on your resume to do most of the work for you. An eye-catching resume that stands out above all the others may be your best shot at getting noticed by a prospective employer. If your resume is only average and looks like most of the others in the pile, chances are you won't be noticed and called for an interview. If you want to be singled out because of your resume, it should be somewhere between spectacular and award-winning.

In an active job search, however, your resume complements your efforts at being known to a prospective employer before that person receives it. For this reason, you can rely less on your resume to get someone's attention. Nevertheless, your resume plays an important role in an active job search, which may include the following activities:

- Talking to relatives, friends, and other acquaintances about helping you meet people who can hire you before a job is available
- Contacting employers directly using the yellow pages, the Internet, or business directories to identify types of organizations that could use a person with your skills
- Creating phone scripts to speak with the person who is most likely to hire someone with your background and skills
- Walking into a business to talk directly to the person who is most likely to hire someone like you
- Using a schedule to keep track of your appointments and callbacks
- Working at least 25 hours a week to search for a job

When you are this active in searching for a job, the quality of your resume confirms the quality of your efforts to get to know the person who might hire you, as well as your worth to the company whose workforce you want to join. An eye-catching resume makes it easier for you to sell yourself directly to a prospective employer. If your resume is mediocre or conspicuously flawed, it will work against you and may undo all your good efforts in searching for a job.

The following list offers ideas for making your resume impressive. Many of the ideas are for making your resume pleasing to the eye, but a number of the ideas are strategies to use for special cases. Other ideas are for eliminating common writing mistakes and stylistic weaknesses.

A number of these ideas came from the professional resume writers who submitted resumes for the previous editions of this book. Resumes that illustrate these ideas are referenced by their numbers.

Some of these ideas can be used with any equipment, from a typewriter to a computer with desktop publishing software. Other ideas make sense only if you have a computer with word processing or desktop publishing. Even if you don't have a computer, take some

time to read all the ideas. Then, if you decide to use the services of a professional resume writer, you will be better informed about what the writer can do for you in producing your resume.

Best Resume Writing Strategies

1. **Although many resume books say you should spell out the name of the state in your address at the top of your resume, consider using the state's postal abbreviation instead.** The reason is simple: it's an address. Anyone wanting to contact you by mail will probably refer to your name and address on the resume. If they appear there as they should on an envelope, the writer or typist can simply copy the information you supply. If you spell out the name of your state in full, the writer will have to "translate" the name of the state to its postal abbreviation. Not everyone knows all the postal abbreviations, and some abbreviations are easily confused. For example, those for Alabama (AL), Alaska (AK), American Samoa (AS), Arizona (AZ), and Arkansas (AR) are easy to mix up. You can prevent confusion and delay simply by using the correct postal abbreviation.

If you decide to use postal abbreviations in addresses, make certain that you do not add a period after the abbreviations, even before ZIP codes. This also applies to postal abbreviations in the addresses of references if you provide them.

Do not, however, use the state postal abbreviation when you are indicating only the city and state (not the mailing address) of a school you attended or a business where you worked. In these cases, it makes sense to write out the name of the state.

2. **Adopt a sensible form for phone numbers and use it consistently.** Do this in your resume and in all the documents you use in your job search. Some forms of phone numbers make more sense than others. Compare the following:

123-4567	This form is best for a resume circulated locally, within a region where all the phone numbers have the same area code.
(222) 123-4567	This form is best for a resume circulated in areas with different area codes.
222-123-4567	This form suggests that the area code should be dialed in all cases. But that isn't necessary for prospective employers whose area code is 222. Avoid this form.
222/123-4567	This form is illogical and should be avoided. The slash can mean an alternate option, as in ON/OFF. In a phone number, this meaning of a slash makes little sense.
1 (222) 123-4567	This form is long, and the digit 1 is unnecessary. Almost everyone will know that 1 should be used before the area code to dial a long-distance number.

222.123.4567

This form, resembling Internet addresses, is becoming more popular, particularly with people in computer and design fields.

Note: For resumes directed to prospective employers outside the U.S., be sure to include the correct international prefixes in all phone numbers so that you and your references can be reached easily by phone.

3. **Near the top of the first page, include a Profile section that is focused, interesting, and unique.** If your Profile fails to grab the reader's attention, he or she might discard your resume without reading further. A Profile can be your first opportunity to sell yourself. For examples of effective Profiles, see Resumes 79, 92, 101, 109, 116, 123, and many others.
4. **In the Experience section, state achievements or accomplishments, not just duties or responsibilities.** The reader often already knows the duties and responsibilities for a given position. Achievements, however, can be interesting. The reader probably considers life too short to be bored by lists of duties and responsibilities in a stack of resumes. See, for example, Resume 110.
5. **If you feel you must indicate duties, call attention to special or unusual duties you performed.** For example, if you are an accountant, don't say that you prepared accounting reports and analyzed income statements and balance sheets. That's like being a dentist and saying, "I filled cavities and made crowns." What did you do that distinguished you from other accountants? To be noticed, you need to stand out from the crowd in ways that display your individuality, work style, and initiative. See, for example, Resume 103.
6. **Instead of just listing your achievements, present them as challenges or problems solved, indicating what you did when something went wrong or needed fixing.** See, for example, Resumes 123 and 173.
7. **When your skills and abilities are varied, group them according to categories for easier comprehension.** See, for example, Resumes 34, 59, 80, 96, and 162.
8. **Consider including a Highlights section to draw attention to special accomplishments or achievements.** See, for example, Resumes 6, 12, 29, 82, and 94.
9. **Summarize your qualifications and work experiences to avoid having to repeat yourself in the job descriptions.** See, for example, Resumes 12 and 94.
10. **Create a prominent Expertise section that draws together skills and abilities you have gained in previous work experience.** See, for example, Resumes 84, 111, 112, 113, 132, and 141.

Best Resume Design and Layout Tips

11. **Use quality paper correctly.** If you use quality watermarked paper for your resume, be sure to use the right side of the paper. To know which side is the right side, hold a blank sheet of paper up to a light source. If you can see a watermark and read it, the right side of the paper is facing you. This is the surface for typing or printing. If the watermark is unreadable or if any characters look backward, you are looking at the "underside" of the paper—the side that should be left blank if you use only one side of the sheet.

12. **Use adequate white space.** A sheet of paper with no words on it is impossible to read. Likewise, a sheet of paper with words all over it is impossible to read. The goal is to have a comfortable mix of white space and words. If your resume has too many words and not enough white space, it looks cluttered and unfriendly. If it has too much white space and too few words, it looks skimpy and unimportant. Make certain that adequate white space exists between the main sections. For examples that display good use of white space, see Resumes 26, 27, 29, 37, 57, 96, 97, 139, and many others.
13. **Make the margins uniform in width and preferably no less than an inch.** Margins are part of a resume's white space. If the margins are less than an inch, the page begins to have a "too much to read" look. An enemy of margins is the one-page rule. If you try to fit more than one page of information on a page, the first temptation is to shrink the margins to make room for the extra material. It is better to shrink the material by paring it than to reduce the size of the margins. Decreasing the type's point size is another way to save the margins. Try reducing the size in your resume to 10 points. Then see how your information looks with the font(s) you are using. Different fonts produce different results. In your effort to save the margins, be certain that you don't make the type too small to be readable.
14. **Be consistent in your use of line spacing.** How you handle line spacing can tell the reader how good you are at details and how consistent you are in your use of them. If, near the beginning of your resume, you insert two line spaces (two hard returns in a word processing program) between two main sections, be sure to put two line spaces between all the main sections in your resume.
15. **Be consistent in your use of horizontal spacing.** If you usually put two spaces after a period at the end of a sentence, make certain that you use two spaces consistently. The same is true for colons. If you put two spaces after colons, do so consistently.

Note that an em dash—a dash the width of the letter *m*—does not require spaces before or after it. Similarly, an en dash—a dash the width of the letter *n*—should not have a space before and after it. An en dash is commonly used between a range of numbers, as in 46260–4312 or 2002–2004. If you use "to" instead of an en dash in a range of numbers, be sure to use "to" consistently in all ranges in your resume.

No space should go between the P and O of P.O. Box. Only one space is needed between a state's postal abbreviation and the ZIP code. You should insert a space between the first and second initials of a person's name, as in I. M. Jobseeker (not I.M. Jobseeker). These conventions have become widely adopted in English and business communications. If, however, you use other conventions, be sure to be consistent. In resumes, as in grammar, consistency is more important than conformity.

16. **Make certain that characters, lines, and images contrast well with the paper.** Your resume's printed quality depends on the device used to print it. If you use an inkjet or laser printer, check that the characters are sharp and clean, without smudges or traces of extra toner.
17. **Use vertical alignment in tabbed or indented text.** Misalignment can ruin the appearance of a well-written resume. Try to set tabs or indents that control this text throughout a resume instead of having a mix of tab stops in different sections.

18. **Try left- or right-aligning dates.** This technique is especially useful in chronological resumes and combination resumes. For examples of left-aligned dates, see Resumes 35 and 97. For right-aligned dates, look at Resumes 18, 21, 26, 98, 110, and 141.
19. **Use as many pages as you need to portray your qualifications adequately to a specific interviewer for a particular job.** Try to limit your resume to one page, but set the upper limit at four pages. No rule about the number of pages makes sense in all cases. The determining factors are your qualifications and experiences, the job's requirements, and the interviewer's interests and pet peeves. If you know that an interviewer refuses to look at a resume longer than a page, that says it all: You need to deliver a one-page resume if you want to get past the first gate. For examples of two-page resumes, see Resumes 22, 67, 80, and 115. For three-page resumes, look at Resumes 56, 84, 119, 127, and 133.
20. **Make each page a full page.** More important than the number of pages is whether each page is a full page. A partial page suggests deficiency, as if the reason for it is just that information on page 1 has spilled over onto page 2. Then it becomes evident that you don't have enough information to fill two pages. In that situation, try to compress all your information onto the first page. If you have a resume that is almost two pages, make it two full pages.
21. **If your word processor can compress or expand text to fit one or more pages, use that feature.** For example, if you use WordPerfect and your resume is 1 ¼ pages long, use the Make It Fit feature to put all your resume on one page. You can elect to alter margin width, line spacing, or font size (or any combination of these variables) to have WordPerfect compress your resume onto one page. Note that if your resume is 1 ¾ pages, you can use the Make It Fit feature to expand the document to two full pages. If you are a resume writer or write many letters, this feature is worth the program's cost.
22. **When you have letters of recommendation, use quotations from them as testimonials in your resume.** Devoting a whole column to the positive opinions of "external authorities" helps make a resume convincing as well as impressive. See, for example, Resumes 2, 12, 40, 56, 80, and 102.
23. **Unless you enlist the services of a professional printer or skilled desktop publisher, resist the temptation to use full justification for text (in which each line goes all the way to the right margin).** The price you pay for a straight right margin is uneven word spacing. Words may appear too close together on some lines and too spread out on others. Although the resume might look like typeset text, you lose readability. See also Tip 4 in the section "Using Good Strategies for Letters" in Part 3 of this book.
24. **If you can choose a typeface for your resume, use a serif font for greater readability.** *Serif* fonts have little lines extending from the tops, bottoms, and ends of the characters. These fonts tend to be easier to read than *sans serif* (without serif) fonts, especially in low-light conditions. Compare the following font examples:

Serif	Sans Serif
Century Schoolbook	Gill Sans
Courier	Futura
Times New Roman	Helvetica

Words such as *skill* and *abilities*, which have several thin letters, are more readable in a serif font than in a sans serif font.

25. **If possible, avoid using monospaced fonts, such as Courier.** A font is *monospaced* if each character takes up the same amount of space. For example, in a monospaced font the letter i is as wide as the letter m. Therefore, in Courier type iiii is as wide as mmmm. Courier was a standard of business communications during the 1960s and 1970s because it was the font supplied with IBM Selectric typewriters. Because of its widespread use, it is now considered “common.” It also takes up a lot of space, so you can’t pack as much information on a page with Courier type as you can with a proportionally spaced type such as Times New Roman.
26. **Think twice before using all uppercase letters in parts of your resume.** A common misconception is that uppercase letters are easier to read than lowercase letters. Actually, the ascenders and descenders of lowercase letters make them more distinguishable from each other and therefore more recognizable than uppercase letters. As a test, look at a string of uppercase letters and throw them gradually out of focus by squinting. Uppercase letters become a blur sooner than lowercase letters.
27. **Think twice about underlining words in your resume.** Underlining defeats the purpose of serifs at the bottom of characters by blending with the serifs. In trying to emphasize words, you lose some visual clarity. This is especially true if you use underlining with uppercase letters in centered or side headings.
28. **Use italic carefully.** Whenever possible, use italic instead of underlining when you want to call attention to a word or phrase. You might consider using italic for duties, strengths, achievements, or company descriptions. For examples, see Resumes 55, 71, 121, 160, and 175. Be sure not to use italic too much, however, because italic characters are less readable than normal characters.
29. **If you have access to many fonts through word processing or desktop publishing, beware of becoming “font happy” and turning your resume into a font circus.** Frequent **font** changes can **distract** the reader, AND SO CAN GAUDY DISPLAY TYPE such as this.
30. **To make your resume stand out, consider using headings in unconventional type.** See, for example, Resume 56.
31. **Be aware of the value differences of black type.** Some typefaces are light; others are dark. Notice the following lines:

A quick brown fox jumps over the lazy dog.
A quick brown fox jumps over the lazy dog.

Most typefaces fall somewhere between these two. With the variables of height, width, thickness, serifs, angles, curves, spacing, ink color, ink density, and boldfacing, you can see that type offers an infinite range of values from light to dark. Try to make your resume more visually interesting by offering stronger contrasts between light and dark type. See, for example, Resumes 10, 32, 43, 67, and 93.
32. **Use boldfacing to make different job experiences or achievements more evident.** See, for example, Resumes 7, 17, 19, 26, 132, and many others.

33. **If you use word processing or desktop publishing and you have a suitable printer, use special characters to enhance the look of your resume.** For example, use curly quotation marks (“ and ”) instead of straight ones (" and "). For a dash, use an em dash (—) instead of two hyphens (--) or a hyphen with a space on either side (-). To separate dates, try using an en dash (a dash the width of the letter *n*) instead of a hyphen, as in 2003–2004.
34. **To call attention to an item in a list, use a bullet (●) or a box (□) instead of a hyphen (-).** Browse through the Gallery and notice how bullets are used effectively as attention-getters.
35. **For variety, try using bullets of a different style, such as diamond bullets (◆), rather than the usual round or square bullets.** For diamond bullets, see Resumes 13, 67, 73, 84, 85, 95, 128, 140, 141, and 152. For other kinds of bullets, see Resumes 18, 20, 22, 39, 43, 47, 53, 60, 63, 77, 87, 117, 151, and 163.
36. **Make a bullet a little smaller than the lowercase letters that appear after it.** Disregard any ascenders or descenders on the letters. Compare the following bullet sizes:

• Too small ● Too large ● Better ● Just right
37. **When you use bullets, make certain that the bulleted items go beyond the superficial and contain information that employers really want to know.** Many short bulleted statements that say nothing special can affect the reader negatively. Brevity is not always the best strategy with bullets. For examples of substantial bulleted items, see Resumes 89 and 130.
38. **When the amount of information justifies a longer resume, repeat a particular graphic, such as a right-pointing arrow bullet or a filled square bullet, to unify the entire resume.** See, for example, Resumes 79 and 112.
39. **Use a horizontal line to separate your name (or your name and address) from the rest of the resume.** If you browse through the Gallery, you can see many resumes that use horizontal lines this way. See, for example, Resumes 13, 27, 39, 77, 104, and 162.
40. **Use horizontal lines to separate the different sections of the resume.** See, for example, Resumes 19, 20, 39, 58, 85, 94, 112, 140, and 146. See also Resumes 66, 93, and 129, whose lines are interrupted by the section headings.
41. **To call attention to a resume section or certain information, use horizontal lines to enclose it.** See, for example, Resumes 59, 76, 99, 132, and 152. See also Resumes 30, 117, and 144, in which one or more sections are enclosed in a box.
42. **Change the thickness of part of a horizontal line to call attention to a section heading above or below the line.** See, for example, Resumes 104 and 152.
43. **Use a vertical line (or lines) to spice up your resume.** See, for example, Resumes 6, 24, 50, 160, and 178.
44. **Use shaded boxes or headings to make a page visually more interesting.** See, for example, Resumes 18, 24, 30, 36, 44, 51, 62, 63, 143, 145, and 151.

45. **Try to make graphics match the resume's theme.** See, for example, Resumes 6, 36, 43, 44, 57, and 63.
46. **If possible, visually coordinate the resume and the cover letter with the same font treatment or graphic to catch the reader's attention.** See, for example, Resume 24 and Cover Letter 23, Resume 44 and Cover Letter 14, and Resume 64 and Cover Letter 9.

Best Resume Writing Style Tips

47. **Avoid using the archaic word *upon* in the References section.** The common statement “References available upon request” needs to be simplified, updated, or even deleted in resume writing. The word *upon* is one of the finest words of the 13th century, but it's a stuffy word at the beginning of the 21st century. Usually, *on* will do in place of *upon*. Other possibilities are “References available by request” and “References available.” Because most readers of resumes know that applicants can usually provide several reference letters, this statement is probably unnecessary. A reader who is seriously interested in you will ask about reference letters.
48. **Check that words or phrases in lists are parallel.** For example, notice the bulleted items in the Transitional Skills section of Resume 101. All the verbs are in the past tense. Notice also the bulleted list in the Executive Profile section of Resume 155. Here all the entries are nouns.
49. **Use capital letters correctly.** Resumes usually contain many of the following:
 - Names of people, companies, organizations, government agencies, awards, and prizes
 - Titles of job positions and publications
 - References to academic fields (such as chemistry, English, and mathematics)
 - Geographic regions (such as the Midwest, the East, the state of California, and Oregon State)

Because of such words, resumes are minefields for the misuse of uppercase letters. When you don't know whether a word should have an initial capital letter, don't guess. Consult a dictionary, a handbook on style, or some other authoritative source, such as an official Web site. Often a reference librarian can provide the information you need. If so, you are only a phone call away from an accurate answer.

Follow headline style in headings with upper- and lowercase letters. That is, capitalize the first word, the last word, and each main word in the heading, but not articles (*a*, *an*, and *the*), conjunctions (*and*, *but*, *or*, *nor*, *for*, *yet*, and *so*), and short prepositions (for example, *at*, *by*, *in*, and *on*) *within* the heading. Capitalize prepositions of five or more letters, such as *about*.

To create a heading with “small caps” (a Format, Font option in Word), first create a heading with upper- and lowercase letters. Then select the heading and assign Small caps to it by selecting Format, Font, Small caps. Original uppercase letters will be taller than original lowercase letters, which now appear as small capital letters.

- 50. Check that you have used capital letters and hyphens correctly in computer terms.** If you want to show in a Computer Experience section that you have used certain hardware and software, you may give the opposite impression if you don't use uppercase letters and hyphens correctly. Note the correct use of capitals and hyphens in the following names of hardware, software, and computer companies:

LaserJet III	Hewlett-Packard	dBASE
PageMaker	Microsoft	Microsoft Word
WordPerfect	NetWare	PostScript
EMACS	UNIX	AutoCAD
Windows	PowerPoint	CorelDRAW
QuarkXPress	Photoshop	QuickBooks

The reason that many computer product names have an internal uppercase letter is for the sake of a trademark. A word with unusual spelling or capitalization is more easily trademarked. When you use the correct forms of these words, you are honoring trademarks and registered trademarks and showing that you are in the know.

- 51. Use all uppercase letters for most acronyms.** An *acronym* is a pronounceable word usually formed from the initial letters of the words in a compound term, or sometimes from multiple letters in those words. Note the following examples:

BASIC	Beginner's All-purpose Symbolic Instruction Code
COBOL	COmmon Business-Oriented Language
DOS	Disk Operating System
FORTRAN	FORmula TRANslator

An acronym such as *radar* (*radio detecting and ranging*) has become so common that it is no longer all uppercase.

- 52. Be aware of the difference between an acronym and an abbreviation.** Remember, an acronym is a combination of letters making a word that you can pronounce. One kind of abbreviation, however, is a set of uppercase letters (without periods) that you can pronounce only as letters and never as a word. Examples are CBS (C-B-S), NFL (N-F-L), YWCA (Y-W-C-A), and AFL-CIO (A-F-L, C-I-O).
- 53. Be sure to spell every word correctly.** A resume with just one misspelling is unimpressive and may undermine all the hours you spent putting it together. Worse than that, one misspelling may be what the reader is looking for to screen you out, particularly if you are applying for a position that requires accuracy with words. The cost of that error can be immense if you figure the salary, benefits, and bonuses you *don't* get because of the error but would have gotten without it.

Your computer's spelling checker might catch many misspellings. However, remember that it can detect a misspelled word but cannot detect when you have inadvertently used the wrong word (*to* for *too*, for example). Also be wary of letting someone else check your resume. If the other person is not a good speller, you may not get any real help. The best authority is a good dictionary.

- 54. For words that have more than one correct spelling, use the preferred form.** This form is the one that appears first in the dictionary. For example, if you see the entry **trav•el•ing or trav•el•ling**, the first form (with one l) is the preferred spelling. If you make it a practice to use the preferred spelling, you will build consistency in your resumes and cover letters.
- 55. Avoid British spellings.** These slip into American usage through books and online articles published in Great Britain. Note the following words:

British Spelling	American Spelling
acknowledgement	acknowledgment
centre	center
judgement	judgment
towards	toward

- 56. Avoid hyphenating words with such prefixes as *co-*, *micro-*, *mid-*, *mini-*, *multi-*, *non-*, *pre-*, *re-*, and *sub-*.** Many people think that words with these prefixes should have a hyphen after the prefix, but most of these words should not. The following words are spelled correctly:

coauthor	microcomputer	minicomputer
coworker	midpoint	multicultural
cowriter	midway	multilevel
nondisclosure	prearrange	reenter
nonfunctional	prequalify	subdirectory

Note: If you look in the dictionary for a word with a prefix and you can't find the word, look for just the prefix. You might find a small-print listing of a number of words that begin with that prefix.

- 57. Be aware that compounds (combinations of words) present special problems for hyphenation.** Writers' handbooks and books on style do not always agree on how compounds should be hyphenated. Many compounds are evolving from *open* compounds (two different words) to *hyphenated* compounds (two words joined by a hyphen) to *closed* compounds (one word). In different dictionaries, you can find the words *copy-editor*, *copy editor*, and *copyeditor*. No wonder the issue is confusing! Most style books do agree, however, that when some compounds appear as an adjective before a noun, the compound should be hyphenated. When the same compound appears after a noun, hyphenation is unnecessary. Compare the following two sentences:

I scheduled well-attended conferences.

The conferences I scheduled were well attended.

For detailed information about hyphenation, see a recent edition of *The Chicago Manual of Style* (the 15th edition is the latest). You should be able to find a copy at your local library.

- 58. Hyphenate so-called *permanent* hyphenated compounds.** Usually, you can find these by looking them up in the dictionary. You can spot them easily because they have a long hyphen (–) for visibility in the dictionary. Hyphenate these words (with a standard hyphen) wherever they appear, before or after a noun. Here are some examples:

all-important	self-employed
day-to-day	step-by-step
full-blown	time-consuming

Note: *The Chicago Manual of Style*, 15th Edition, recommends that these hyphenated compounds should not be considered permanent, but should be written without a hyphen (or hyphens) when they appear after a noun (see Tip 57).

- 59. Use the correct form for certain verbs and nouns combined with prepositions.** You may need to consult a dictionary for correct spelling and hyphenation. Compare the following examples:

start up	(verb)
start-up	(noun)
start-up	(adj.)
startup	(noun, computer and Internet industry)
startup	(adj., computer and Internet industry)

- 60. Avoid using shortcut words, such as abbreviations like *thru* or foreign words like *via*.** Spell out *through* and use *by* for *via*.

- 61. Use the right words.** The issue here is correct usage, which often means choosing the right word or phrase from a group of two or more possibilities. The following words and phrases are often used incorrectly:

alternate (adj.)	Refers to an option used every other time. OFF is the alternate option to ON in an ON/OFF switch.
alternative	Refers to an option that can be used at any time. If cake and pie are alternative desserts for dinner, you can have cake three days in a row if you like. The common mistake is to use <i>alternate</i> when the correct word is <i>alternative</i> .
center around	A common illogical expression. Draw a circle and then try to draw its center around it. You can't. Use <i>center in</i> or <i>center on</i> as logical alternatives to <i>center around</i> .

For information about the correct usage of words, consult a usage dictionary or the usage section of a writer's handbook, such as Strunk and White's *Elements of Style*.

- 62. Use numbers consistently.** Numbers are often used inconsistently with text. Should you present a number as a numeral or spell it out as a word? A useful approach is to spell out numbers one through nine but present numbers 10 and above as numerals. Different approaches are taught in different schools, colleges, and universities. Use the approach you have learned, but be consistent.
- 63. Use (or don't use) the serial comma consistently.** How should you punctuate a series of three or more items? If, for example, you say in your resume that you increased sales by 100 percent, opened two new territories, and trained four new salespersons, the comma before *and* is called the *serial comma*. It is commonly omitted in newspapers, magazine articles, advertisements, and business documents. However, it is often used for precision in technical documents or for stylistic reasons in academic text, particularly in the humanities.

- 64. Use semicolons correctly.** Semicolons are useful because they help distinguish visually the items in a series when the items themselves contain commas. Suppose that you have the following entry in your resume:

Increased sales by 100 percent, opened two new territories, which were in the Midwest, trained four new salespersons, who were from Georgia, and increased sales by 250 percent.

The extra commas (before *which* and *who*) throw the main items of the series out of focus. By separating the main items with semicolons, you can bring them back into focus:

Increased sales by 100 percent; opened two new territories, which were in the Midwest; trained four new salespersons, who were from Georgia; and increased sales by 250 percent.

Use this kind of high-rise punctuation even if just one item in the series has an internal comma.

- 65. Avoid using colons after headings.** A colon indicates that something is to follow. A heading indicates that something is to follow. A colon after a heading is therefore redundant.
- 66. Use dashes correctly.** One of the purposes of a dash (an em dash or two hyphens) is to introduce a comment or afterthought about the preceding information. A colon *anticipates* something to follow, but a dash *looks back* to something already said. Two dashes are sometimes used before and after a related but nonessential remark—such as this—within a sentence. In this case, the dashes are like parentheses, but more formal.
- 67. Use apostrophes correctly.** They indicate possession (Tom's, Betty's), the omission of letters in contractions (can't, don't), and some plurals (x's and o's), but they can be tricky with words ending in s, possessive plurals, and plural forms of capital letters and numbers. For review or guidance, consult a style guide or a section on style in the dictionary.
- 68. Know the difference between *its* and *it's*.** The form *its'* does not exist in English, so you need to know only how *it's* differs from *its*. The possessive form *its* is like *his* and *her* and has no apostrophe. The form *it's* is a contraction of *it is*. The trap is to think that *it's* is a possessive form.



2

P ♦ A ♦ R ♦ T

The Gallery

The Gallery at a Glance

How to Use the Gallery.....	21
Resumes on Special Paper.....	23
Resumes Grouped by Occupational Fields	
■ Accounting.....	43
■ Advertising/Promotion	51
■ Communications	59
■ Customer Service.....	69
■ Design/Architecture	75
■ Education/Training.....	83
■ Engineering	141
■ Finance.....	155
■ Healthcare	183
■ Hospitality	233
■ Human Resources	241
■ Information Systems/Technology	259
■ Law.....	283
■ Law Enforcement	293
■ Management	305
■ Manufacturing.....	331
■ Media	339
■ Sales and Marketing	347

How to Use the Gallery

You can learn much from the Gallery just by browsing through it. To make the best use of this resource, however, read the following suggestions before you begin.

Examine the resumes on special paper at the beginning of the Gallery. These 16 examples show how quality paper can enhance a resume's appearance. The papers range in color from white to blue and include cream, tan, and gray. Some of these papers are watermarked, and all are laser-compatible. Most have a weight of 24 lbs. or more, which is widely used for resumes. Some of the paper samples have subtle differences in texture that you can sense by rubbing the surface and listening to the sound. Notice which colors are not included: orange, green, purple (the secondary colors), and darker values of any color.

Look at the resumes in the category containing your field, related fields, or your target occupation. Notice what kinds of resumes other people have used to find similar jobs. Always remember, though, that your resume should not be "canned." It should not look just like someone else's resume, but should reflect your own background, unique experiences, and goals.

Use the Gallery primarily as an "idea book." Even if you don't find a resume for your specific occupation or job, be sure to look at all the resumes for ideas you can borrow or adapt. You may be able to modify some of the sections or statements with information that applies to your own situation or job target.

Study the ways in which professional resume writers have formatted the applicants' names, addresses, and phone numbers. In most instances, this information appears at the top of the resume's first page. Look at type styles, size of type, and use of boldface. See whether the personal information is centered, spread across a line, or located next to a margin. Look for the use of horizontal lines to separate this information from the rest of the resume, to separate the address, phone number, and e-mail address from the person's name, or to enclose information for easier visibility.

Look at each resume to see what section appears first after the personal information. Then compare those same sections across the Gallery. For example, look at just the resumes that have a Goal or Objective as the first section. Compare the length, clarity, and use of words in these statements. Do they contain complete sentences, or one or more partial thoughts? Are some statements better than others in your opinion? Do you see one or more Objective statements that come close to matching your own objective? After you have compared these statements, try expressing *in your own words* your goal or objective.

Repeat this "horizontal comparison" for each section across the Gallery. Compare all the Education sections, all the Qualifications sections, and so on. As you make these comparisons, continue to note differences in length, the kinds of words and phrases used, and the content's effectiveness. Jot down any ideas that might be useful for you. Then put together similar sections for your own resume.

As you compare sections across the Gallery, pay special attention to the Profile, Summary, Areas of Expertise, Career Highlights, Qualifications, and Experience sections. (Most resumes don't have all of these sections.) Notice how skills and accomplishments are worked into these sections. Skills and accomplishments are *variables* you can select to put a certain “spin” on your resume as you pitch it to a particular interviewer or job. Your observations here should be especially valuable for your own resume versions.

After you have examined the resumes “horizontally” (section by section), compare them “vertically” (design by design). To do this, you need to determine which resumes have the same sections in the same order, and then compare just those resumes. For example, look for resumes that have personal information at the top, an Objective statement, an Experience section, and an Education section. (Notice that the section heads may differ slightly. Instead of the word *Experience*, you might find *Professional Profile*, *Employment*, or *Career Highlights*.) When you examine the resumes in this way, you are looking at their *structural design*, which means the order in which the various sections appear. The same order can appear in resumes of different fields or jobs, so it is important to explore the whole Gallery and not limit your investigation to resumes in your field or related fields.

Developing a sense of resume structure is extremely important because it lets you emphasize the most important information about yourself. A resume is a little like a newspaper article—read quickly and usually discarded before the reader finishes. That is why newspaper articles often have less-important information toward the end. For the same reason, the most important, attention-getting information about you should be at or near the top of your resume. What follows should appear in order of descending significance.

If you know that the reader will be more interested in your education than your work experience, put your Education section before your Experience section. If you know that the reader will be interested in your skills regardless of your education and work experience, put your Skills section at or near the beginning of your resume. In this way, you can help ensure that anyone who reads only *part* of your resume will read the “best” about you. Your hope is that this information will encourage the reader to read on to the end of the resume and, above all, take an interest in you.

Compare the resumes according to visual design features, such as the use of horizontal and vertical lines, borders, boxes, bullets, white space, graphics, and inverse type (white characters on a dark background). Notice which resumes have more visual impact at first glance and which ones make no initial impression. Do some of the resumes seem more inviting to read than others? Which ones are less appealing because they have too much information, or too little? Which ones seem to have the right balance of information and white space?

After comparing the visual design features, choose the design ideas that might improve your resume. You will want to be selective and not try to work every design possibility into your resume. As with writing, “less is more” in resume creation, especially when you integrate design features with content.

Resumes on Special Paper

Resumes at a Glance

RESUME NUMBER	OCCUPATION	GOAL	PAGE
1.	Corporate Facilities Manager	Facilities/Project Manager	25
2.	Operations Manager	Operations Manager	26
3.	Restaurant Manager	Not specified	27
4.	Assistant Manager/Floor Supervisor	Not specified	28
5.	Security Director	Not specified	29
6.	Tennis Professional and Coach	Tennis Professional and Coach	30
7.	Event/Program Coordinator	Not specified	31
8.	Cardiology Account Manager	Meeting Planner	32
9.	Commercial Airline Pilot	First Officer, Airline	33
10.	Esthetician	Esthetician	34
11.	Peace Corps Volunteer	Not specified	35
12.	Project Coordinator	Administrative Specialist	36
13.	Recording Engineer	Recording/Mixing Engineer	37
14.	Elementary School Teacher	Not specified	38
15.	Territory Sales Specialist	Pharmaceutical Salesperson	39
16.	Software Account Manager	Software Sales Manager	40

Cara Provalenko, CFM

5700 Main Street, Denver, CO 00000—caraprovalenko@email.com—303-000-0110

Facilities Manager—Project Manager—Strategic Planner with extensive experience in leading-edge facilities planning, design, and management.

- Exceptional results in fast-track, high-end capital construction, renovation, and relocation projects.
- Influential, team-building approach, conducting research, creating urgency, selling programs among cross-disciplinary teams, and driving results. Extensive professional network of industry leaders.

Experience

Corporate Facilities Manager, BOSTON MARKET CORPORATE OFFICE, Denver, CO, 1997–Present

- Developed and led a multidisciplinary project management team of 24.
- Provided strategic planning, site selection, lease negotiations, scheduling, construction budgets, and relocation of corporate headquarters to meet growth objectives.
- Designed and implemented an innovative office environment, achieving objectives for enhanced corporate image and improved communication, teamwork, and productivity.
- Negotiated contracts for utilities, telecommunications, and security services for 150 retail locations nationwide.

Project Manager/Space Manager, UNIVERSITY OF DENVER, Denver, CO, 1993–1997

- Managed facility utilization at a 3-million-sq.-ft. research campus. Directed, developed, and motivated professional staff and interns.
- Developed and administered a space management database for indirect cost recovery, asset tracking, and space utilization, increasing revenues by \$1.5 million annually. Authored long-range facilities master plan.
- Spearheaded the conversion of paper-based facilities documentation to AutoCAD. Negotiated contract with architectural firm with built-in incentives for accuracy, collaboration, and timely completion.
- Created and implemented community outreach and public relations campaign to ensure support for 25 concurrent major capital projects valued at \$200 million.

Facilities Designer/Project Manager, LOCKHEED MARTIN ASTRONAUTICS, Denver, CO, 1990–1993

- Functioned as architect, space planner, and project manager for a major aerospace contractor.
- Completed tenant-finish of research laboratories, high-security suites, and corporate offices. Developed scope of work, schedules, and budgets.
- Collaborated with purchasing departments in complex government-regulated bid development processes. Served as liaison to research scientists, corporate executives, and community members.

Education & Professional Activities

Bachelor of Science, Business Administration, University of Colorado at Boulder

Certified Facility Manager (CFM), Distinguished Member, International Facility Management Association

Combination. *Tracy Laswell Williams, Arvada, Colorado*

A horizontal line appears under the Experience heading, and another appears under the Education & Professional Activities heading. Adequate white space makes the layout easy to grasp at a glance.

David Foreman

555 Center Street
Grove City, Pennsylvania 16127

724.555.3333
dforeman@aol.com

MANAGER

Operations • Process Improvement • Training

Your hard work, superb preparation, and "can-do" attitude were noted with pleasure by Fleet Training Group personnel. Your flexibility to adapt to rapidly changing situations and your ability to work as a team member have established you as an integral member of *Implicit's* elite crew. Your dedication, knowledge, enthusiasm, and drive for excellence are second to none.

—R.T. Thompson
Commanding Officer, USS *Implicit*

[Foreman] placed upon himself the task of improving the layout of forward berthing temporary racks. Using exceptional skill and resourcefulness, [he] modified the format ... enlarging the living space and privacy, turning the temporary racks from the worst to the best in forward berthing. This provided a big morale boost for the personnel. [Foreman's] personal initiative is an example of the "can-do" spirit of "Iron Men in Wooden Ships!"

—A. G. Myers
Commanding Officer, USS *Enhance*

[Foreman's] performance is excellent. He has, without question, gained respect and confidence from his superiors for his depth of knowledge, sound judgement, and initiative. An exceptional leader routinely selected to train new personnel on MCM techniques. ... [Foreman] is not only an excellent leader but also a dependable manager and administrator.

—September 30, 1990

[Foreman] is thorough, gifted, and meticulous in his leadership skills. ... [He] has distinguished himself as one who will "take the ball and run with it."

—January 15, 1988

- Strong leadership, strategic planning, project management, and team-building expertise. Create enthusiasm and build confidence in others.
- Design innovative workflow planning/prioritization strategies, resulting in improvement in productivity, efficiency, inventory issues, and cost savings.
- Able to multitask and make decisions. Flexible to changing priorities.
- Adept at recognizing/launching steps needed to attain objectives. Thrive on challenges to overcome obstacles with solutions that are technically sound and financially feasible. Learn new skills rapidly.
- Exceptional interpersonal and communication skills (network, collaborate, negotiate); build positive, effective business relationships with people from diverse cultures and at all professional levels.
- Motivate team by recognizing high standards of performance. Give feedback to encourage people to be open and to foster sense of trust.

PROFESSIONAL EXPERIENCE

Foreman Construction and Repair—Flower Mound, Texas

1999–Present

OPERATIONS MANAGER

- Manage daily operations of construction company, specializing in commercial and residential remodeling projects. Supervise team of 7–15 on job sites. Prepare estimates and negotiate contracts.
- Carry out all management functions, i.e., hire and terminate personnel, purchase material and equipment, and direct logistics and scheduling of construction projects.

Owens Corning Fiberglass—Flower Mound, Texas

1994–1999

TRAINING AND SAFETY INSTRUCTOR

- Revamped in-house OSHA course curriculum and instituted regular class schedule.
- Taught OSHA standards to employees; trained team members on effective presentation of material. Significantly improved employee compliance with established safety standards.

United States Navy—Seattle, Washington, and aboard ships worldwide

1972–1994

NATIONAL TEAM TRAINER (1990–1994)

- Traveled nationwide to evaluate team performance in the field. Delivered weeklong team-training workshops to optimize performance of teams under emergency and stressful situations.

OPERATIONS MANAGER (1987–1990)

- Wrote and implemented logistics for operations and training for 15 ships and their personnel. Directly managed 50 personnel, assigning duties, training, and work schedules, and directing the Preventative Maintenance System (PMS).
- Appointed to #3 management position on nuclear cruiser during Persian Gulf War.

*Prior to Honorable Discharge in 1994, experience included 8 years as Navigator.
Held Secret Clearance.*

EDUCATION / CONTINUING EDUCATION

B.S., Business, anticipated 2004, current GPA 3.8, American Intercontinental University

Commercial Plumber coursework, 1996–1998, Local 100

2

Combination. Jane Roqueplot, Sharon, Pennsylvania

Impressive testimonials, tip-bulleted skills, and a record of experience with major achievements help portray this worker as a recent graduate with an exceptional past.

Deborah C. Kerlind

1226 Elegy Avenue, Columbia, MD 21044
 (410) 997-5555 Home • deb_kerlind@hotmail.com

PROFESSIONAL PROFILE**Restaurant Manager / Food and Beverage (F&B) Manager**

Well-qualified professional with more than 7 years of experience in Restaurant Management for high-volume, fast-casual, and full-service restaurants. Consistently successful in raising service standards and quality operations. Expertise in hiring, training, coaching, customer service, labor and quality control, and FOH operations. Reputation for excellence, integrity, and leadership under pressure.

Core strengths include:

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> Coaching & Staff Development | <input checked="" type="checkbox"/> Scheduling & Labor Control | <input checked="" type="checkbox"/> F&B Operations |
| <input checked="" type="checkbox"/> Regulatory & Safety Compliance | <input checked="" type="checkbox"/> Product & Quality Control | <input checked="" type="checkbox"/> Service Training |
| <input checked="" type="checkbox"/> Purchasing & Inventory Control | <input checked="" type="checkbox"/> Customer Service Delivery | <input checked="" type="checkbox"/> Cost Controls |

PROFESSIONAL EXPERIENCE

HENRY'S RESTAURANT CORP., Washington, DC (corporate headquarters) **6/1999–1/2006**
Manager in Charge of Service (9/2003–1/2006); Promoted from Floor Manager (1999–2003)
 Rotated through managerial positions in Boston; St. Louis; Chicago; Norfolk; and Columbia, MD (last position) for restaurant chain rated in Top 3 Casual Dining (*Consumer Reports*). Reported to General Manager. Chosen to serve as Motivational Ambassador to St. Louis and Chicago locations (Summer 2003) to boost staff morale and provide "best practices" service training.

Columbia, MD: Supervised 75 FOH staff in high-volume, 200-seat casual dining restaurant and bar. 100 employees. \$5 million/year revenues. Oversaw customer service, facilities management, special events, food service, purchasing & inventory control, staffing, scheduling, and labor control.

- **Daily Operations.** Played key role delivering 12% sales increase through superior performance against objectives in sales, profitability, customer service, operations, quality control, and staff development. Supervised 52 servers, 8 bartenders, and 15 front-door staff. Knowledge of OSHA, sanitation, and health regulations. Passed 2 health inspections in 6 months with perfect scores.
- **Staffing and Training.** Boosted staff performance through improved training and accountability. Hired 20 new employees and directed all staff training and development. Conducted daily orientations and performance reviews. Proactively launched motivational initiatives, such as coaching, developmental classes, weekly staff performance meetings, and daily shift meetings.
- **Labor Control.** Trimmed labor costs by eliminating 25 hours from front-door schedule. Maintained up-to-date and accurate labor plans for FOH and BOH staffing needs, overseeing \$20,000-per-week labor budget. Prepared schedules and ensured full staffing for all shifts.
- **Purchasing and Inventory Control.** Cost-efficiently managed \$2000-per-week bar budget and collaborated with General Manager in purchasing \$1700 per week in china and smallware.

EDUCATION & TRAINING

B.S., Hospitality & Tourism Management, University of Maryland, College Park—June 1999
 GPA in major 3.6 (worked 2 part-time jobs while attending college full-time)
 Internship, Walt Disney World (WDW), Orlando, FL—Summer 1997
 WDW Campus Rep (1997–1999) Arranged logistics and advertising for 36 recruiting events.

COMPUTER SKILLS

Windows 2003, MS Office Suite 2003 (Word, Excel, Outlook), Lotus, point-of-sale (POS) software

Combination. *Susan Guarneri, Three Lakes, Wisconsin*

The individual had seven years of restaurant experience. The writer summarized the work history, emphasizing management-level skills and listing keywords under Core Strengths.

Kendall Rose Coleman

76 Columbia Street
Poughkeepsie, NY 00000
555.555.5555

175 West 57th Street, Apt. E
New York, NY 00000
555.555.5555

Career Focus: Corporate Fashion / Fashion Merchandising

► Profile

Flexible and creative individual with organizational ability, a wide range of fashion industry knowledge and a good eye for trends in silhouette, color and fabric. Offering a high degree of motivation and maturity, plenty of energy, leadership aptitude, great communication skills and assertiveness. Proven ability to manage complex projects and collaborate with both creative and business teams. Combines an innate ability to forecast trends with solid academic preparation and extensive retail experience. Excellent interpersonal skills developed in fast-moving, customer-centric environments.

► Highlights of Qualifications

Retail Sales & Merchandising / Staff Management
Personalized Customer Service / Customer Relations
Computer Literate: Microsoft Word, Excel, PowerPoint

► College Coursework

Fashion History	Design Principles
Psychology of Fashion	Fashion Merchandising
Consumer Behavior	Color & Design

► Specific Areas of Knowledge, Insight & Experience

Research & Trend Analysis	Product Development	Working with personal shoppers & upscale clientele
Concept Board Creation	Business-to-Business Sales	Sourcing, Supplier Evaluation and Vendor Assessment
Buying & Marketing	Multi-Cultural Markets	Up-to-date knowledge of fibers, yarns, fabrics & finishes

Internship Experience and College Work Project Highlights

Soho Designs, New York, NY Assistant—Product Development, Design & Merchandising

Fall 2001

Assisted the VP of Product Development of this novelty sweater manufacturer. Involved with developing and producing a product line from initial concept to reality with the challenge to forecast trends and translate them into profitable sweater designs. Evaluated sales patterns, researched fabrics and trims, and created complex business plans aimed at target customers. Also, created concept boards, met with suppliers and worked with technical designers, QA managers and internal teams.

Upscale Boutique, New York, NY Senior Sales Associate

Fall 2000

Involved with selling and merchandising high-end hosiery in this upscale Soho boutique. Acquired experience in dealing with personal shoppers and a discerning clientele. Expedited deliveries and handled specialty and high-volume accounts.

Victoria's Secret, Poughkeepsie, NY Sales Associate

Fall 1999

Dealt directly with customers and merchandised in-store displays. Made efficiency improvements and achieved high sales through a thorough knowledge of products and creative merchandising. Also managed cash and closed ending reports.

Education / Activities

B.B.A. in Marketing

Fashion Institute of Technology, New York, NY
Thesis: African-American Designers

Pre-Professional Activities

Fashion Club Member / Director, Annual Fashion Show
Dress for Success Volunteer / Earned 100% tuition & books

Employment History

Assistant Manager / Floor Supervisor Abercrombie & Fitch, Poughkeepsie, NY
Hostess / Waitress City Street Café, Poughkeepsie, NY
Store Manager Weathervane, Poughkeepsie, NY

2003 to Present
1997 to Present
2002 to 2003

Combination. *Kristin M. Coleman, Poughkeepsie, New York*

Ornamental, wavy lines enclosing the centered headings are distinctive. A profile, qualifications highlights, relevant courses, and knowledge areas are all put before experience.

John Raymond

111 West Annie Lane ♦ Ferrytown, VA 00000 ♦ 000-000-0000 ♦ user@cox.rr.com

Achievement-oriented professional with exceptional administrative skills

Written/Oral Communication	<u>Areas of Strength</u>	
Airport and Airline Security	Biometric Technology	Background Investigation
Resource Management	Physical Assessment	Budget Administration
Sales and Marketing	Cost Controls	Staff Development
	Forecasting	Team Leadership

Professional Experience

Security Director, TransSecure Corporation **2001–present**

- Coordinate the design and development of iris-recognition products and services from a security perspective.
- Act as liaison between company and airports/airlines to facilitate implementation of cutting-edge biometric security technology.
- Monitor all aspects of administration for budget of up to \$250,000 per project, and teams of up to 18 members, ensuring successful completion of projects within timeframe and cost constraints.
- Register fingerprints and irises of frequent flyers in U.S. and U.K., achieving reduction in planing and deplaning security checks and reducing customer security expenditures.
- Ensure all Federal Aviation Administration rules and regulations that govern airport and airline security are complied with at all times.

Operations Manager, Detailing Services **1987–present**

- Maintain P&L responsibility for auto and boat detail center with 4 full-time employees.
- Handle all aspects of operations administration, including budgeting, bookkeeping, payroll, and report generation.
- Prepare and submit financial documentation to professional accountant for tax reporting.
- Manage employee benefits programs, including recent implementation of group health benefits.
- Monitor facilities and staff members for adherence to all applicable health safety guidelines.
- Remain in compliance with regulations of the Equal Employment Opportunity Commission.

RELATED EXPERIENCE

Metropolitan Police Department

Served 20-year tenure, fulfilling responsibility of the following positions:

Recruiting Investigator—2 years:

- Performed in-depth background investigations of both civilian and police applicants.
- Interviewed prospective applicants for both police and civilian positions.
- Initiated and conducted recruitment drives at colleges and universities.

Employee Management Specialist—8 years:

- Provided expert testimony and served as liaison to the Washington D.C. Superior Court, in matters relating to violations of uniform standards of conduct, general orders, and criminal acts, as well as informing officials as to how the act was performed.
- Offered recommendations for pay status of uniformed officers charged with violations, including administrative and sick leave, and benefits.
- Issued leadership handbook to first-line supervisors.

EDUCATION

Bachelor of Science in Administration of Criminal Justice—Western University

Training: Police Academy, Background Investigation, Personnel Management, Employee Relations, Dignitary Protection, Race Relations

Honors: Reduction of Crime—Presented by Chief of Police

Memberships: American Society of Industrial Security, Fraternal Order of Police

Keywords: Aviation, Personnel Management, Security Technology, Workplace Diversity, Biometrics

Combination. *Lea J. Clark, Macon, Georgia*

Strength areas of diminishing length are placed in a four-row, three-column table without lines. From left to right, the columns are in turn left-aligned, centered, and right-aligned.



Henry James

13 Windmill Lane, Huntington, NY 11743 • matchpoint@mail.com • (555) 555-5555

Experienced Tennis Professional & Coach

Beginners through National Champions
Children, Teens & Adults / Special-Needs Populations

PLAYER PROFILE

- At 16 years old, ranked #1 in California.
- At 18, ranked 20th in U.S. national standings.
- Four years as a varsity tennis player, University of California at Los Angeles (UCLA).
- In 2001, in the 35+ Division, competed in two U.S. national tournaments, reaching the semifinals.

EMPLOYMENT HISTORY

Senior Pro , NORTHPORT TENNIS ACADEMY, Northport, NY	1997–Present
Senior Pro , OLD WESTBURY TENNIS CENTER, Old Westbury, NY	1996
Head Pro , SANTA MONICA TENNIS ACADEMY, Santa Monica, CA	1990–1995
Head Pro , LONG BEACH TENNIS CENTER, Long Beach, CA	1983–1990

HIGHLIGHTS

- Provide skills instruction and motivational coaching in individual and group lessons, including men's, women's, and doubles leagues.
- Instill confidence and provide encouragement to all students with special attentive support to children. Set goals for future performance and monitor progress. Answer questions, provide feedback, and otherwise communicate with parents, as appropriate.
- Coach nationally ranked players on advanced skill development. Currently serve as a traveling coach to a 15-year-old student ranked 12th in the U.S.
- Manage summer camp program, overseeing six instructors for children's groups, ages 6–12.
- As a clinic coach, run drills for 2-hour group practices, several times per week.
- Teach children and adults with physically limiting conditions.
- Participated in the Senior Professional Tennis Clinics Circuit (1997–2000).

EDUCATION

Bachelor of Arts, Psychology. UCLA, Los Angeles, CA

PROFESSIONAL TRAINING

Certified Professional, 1995–Present
UNITED STATES PROFESSIONAL TENNIS REGISTRY

USA Tennis High Performance Coaching Program, 2003
UNITED STATES PROFESSIONAL TENNIS ASSOCIATION, College Park, MD

USA Tennis Teachers' Conference, 2002, 2001 & 2000
UNITED STATES TENNIS ASSOCIATION

Tennis Workshop for Coaches, 2001
SMITH TENNIS ACADEMY, St. Petersburg, FL

National Clinician Workshop for Tennis Instructors, 2000
USTA / UNITED STATES PROFESSIONAL TENNIS REGISTRY

Tennis Clinician Program, 1998
ROSSMAN TENNIS UNIVERSITY, Marco Island, FL

6

Combination. MJ Feld, Huntington, New York

The candidate was concerned about his age—around 40. The writer left off the graduation date but showed the person's 35+ Division achievement, continual tennis playing, and training.

MARILYN NOLAN

22 Meadow Lane ■ Chicago, IL 00000 ■ (555) 555-5555 ■ MNolan@media.net

■ PROFILE***Conferences ■ Fund-raising ■ Trade Shows ■ Meeting Planning ■ Cultural Programs***

Creative professional with expertise in all aspects of successful event/program planning, development and management. Excel in managing multiple projects concurrently with strong detail, problem solving and follow-through. Demonstrated ability to recruit, motivate and build cohesive teams. Sourced vendors, negotiated contracts and managed project budgets. Superb written communications, interpersonal and presentation skills.

■ SELECTED ACCOMPLISHMENTS***Special Events Management:***

Planned and coordinated conferences, meetings and events for companies, professional associations, arts/cultural, and other organizations. Developed program content and administered budgets. Arranged all on-site logistics, including transportation, accommodations, meals, guest speakers and entertainers, and audiovisual support. Coordinated participation and represented companies at industry trade shows. Recognized for creating and planning some of the most successful events ever held statewide.

- ◆ Created cultural events for an arts organization that boosted membership enrollment.
- ◆ Organized 5 well-attended conferences for 2 national professional associations.
- ◆ Designed successful community educational campaigns promoting safety awareness.

Fund-raising & Public Relations:

Created, planned and managed all aspects of several major fund-raising campaigns, resulting in a significant increase in contributions raised for each function over prior years. Recruited volunteers and developed corporate sponsorships. Generated extensive media coverage through effective promotional and public relations strategies. Created newsletters distributed to employees, customers and others.

- ◆ Co-chaired capital fund campaign, raising \$3.5 million for new facility.
- ◆ Coordinated 3 auctions, raising over \$140,000 for an educational institution.
- ◆ Initiated successful publication, generating \$25,000 to finance community programs.

Sales & Marketing:

Selected by management to spearhead opening of regional office, including all logistics, staff relocation and business development efforts. Designed and implemented creative sales and marketing strategies to capitalize on consumer trends and penetrate new market. Coordinated and conducted sales training.

- ◆ Developed and managed 17 key accounts generating \$10 million annually.
- ◆ Recognized for managing top revenue-generating program company-wide.
- ◆ Consistently exceeded sales forecast and led region to rank #1 out of 6 in profitability nationwide.

■ EXPERIENCE

Event/Program Coordinator, ARTS COUNCIL, BOTANICAL GARDENS & CULTURE EXCHANGE, Chicago, IL (1998–present).

Promoted from **Regional Manager, Account Executive** and **Financial Underwriter**, MARCON FINANCIAL SERVICES COMPANY, Chicago, IL (1988–2000).

■ EDUCATION

B.A. in Business Administration, Springfield College, Springfield, MA

Functional. *Louise Garver, Enfield, Connecticut*

The goal was coordinating museum events, originally an avocation, so the writer played up avocational activities. This resume generated a museum interview; the person was hired on the spot.

TATIANA STEVENS

77 East Neck Road Lake Success, New York 22222 (555) 222-0000 TStevens@mtgplanning.net

Meeting Planner

Highly motivated, energetic professional with more than 10 years of specialized experience in meeting planning services for major pharmaceutical clients across various disciplines of the medical industry. Articulate communicator with a proven ability to plan and synchronize the essential details of multiple meetings in an efficient and resourceful manner. Select qualifications encompass the following:

*Key Account Management... Logistical Planning & Coordination... Vendor-Contract Negotiation...
Client Relations... Site Selection and Management... Budget Tracking and Reporting... Billing...
Print Materials... Participant Recruitment... Speaker Procurement... Staff Supervision...
Windows 2000; MS Word, Excel, Outlook, Meeting Trak; Internet Research, Database Management*

Master of Arts, Developmental Psychology, Stony Brook University, 1998
Bachelor of Arts, Psychology, State University of New York at Binghamton, 1995

Professional Experience

Medical Meetings, Inc., Farmingdale, New York 2000–present
2001–present **CARDIOLOGY ACCOUNT MANAGER**
2000–2001 Project Manager

Exclusively manage the logistics and on-site management of more than 25 annual Advisory Board, Consultant, and Faculty Update meetings held nationwide for Jasper Pharmaceuticals.

- Orchestrate meeting planning services with a focus on needs assessment, vendor relations, cost analysis, set-up/audio-visual specifications, transportation, off-site entertainment, accommodations, and menu selection.
- Serve as direct point of contact for clients, vendors, and participants to ensure the smooth coordination of corporate events from early phases of planning to post-meeting support.
- Expertly consult on travel and entertainment options, employing information acquired during extensive business travels and advice from a cultivated network of DMC representatives across the country.
- Prepare, track, and summarize budgets for annual meetings and medical symposiums, and manage physician-participatory information utilizing an industry-specific database program.
- Diplomatically enforce negotiations with vendors to arrive at mutually agreeable, cost-saving solutions.
- Collaborate the efforts of creative teams and outsourced printers on the conceptualization and production of print material to facilitate the implementation of meetings.
- Effectively supervise meeting coordinators, exercising strong staff management and project leadership skills.

Homecare Medical Services, Inc., New York, New York 1993–2000
1997–2000 **MANAGER, MEETING SERVICES**
1996–1997 Program Coordinator, Visiting Faculty
1995–1996 Assistant Program Coordinator
1993–1995 Administrative Assistant

Promoted the planning, coordination, and management of 200 annual dinner meetings, as well as seminars, symposiums, and special events for a portfolio of leading pharmaceutical clients.

- Directed site evaluation and selection, vendor relations, budget management, participant recruitment, speaker procurement, creation and distribution of print materials, logistical planning, menu selection, audio-visual requirements, transfers, entertainment, and supervision of six meeting planners.

8

Combination. Ann Baehr, Brentwood, New York

Strong features are the shaded line above the name, the shaded Professional Experience heading, a profile (the paragraph under "Meeting Planner"), and expertise areas separated by ellipses.

JEFFREY JONES

Current Residence
5555 Kingman Blvd.
Las Vegas, NV 00000

SSN: 555-55-5555
Tel: (555) 555-5555

Local Contact
55-555 Poipounder Rd.
Honolulu, HI 00000

Seeking Entry-Level Position As...

FIRST OFFICER WITH PACIFIC AIRLINES

Profile: Experienced aviator with 9,000+ total flight hours, including 2,800+ hours of B737 time. Verifiable record of no FAA violations. Solid training record—have passed all commercial airline IOEs and check rides on first attempt. Continuous employment in aviation. Dependable employee—zero no-shows throughout career. Facilitate open communication and mutual respect among all workgroups.

Committed to Safety First • Firm Advocate of Crew Resource Management

RATINGS & CERTIFICATES

- Airline Transport Pilot: AMEL
- Commercial Privileges: ASEL
- Flight Engineer: TurboJet
- Flight Instructor: Instrument ASEL/MEL
- Medical Certificate: FAA Class I
- FCC Radio Operator Permit

FLIGHT HOURS

• Total	9,650	• TurboJet	2,952	• B737	2,846
• PIC	2,482	• TurboProp	4,122	• B727	103
• SIC	7,072	• MEL	7,288	• Instrument	734
• Stdnt. Hrs.	96	• SEL	2,361	• FE	379

OPERATIONAL EXPERIENCE*Commercial Airlines*

Oct 97–Present	Nationwide Airlines —Atlanta, GA First Officer: B737-300/500
May 96–Oct 97	West Coast Airways, Inc. —Los Angeles, CA First Officer: B727 / Flight Engineer: B727
Jan 93–May 97	Atlantic Airlines —Raleigh, NC First Officer: EMB-120, BAE J41
May 92–Jan 93	Scenic Air —San Diego, CA First Officer: DHC-6-300

General Aviation

Jan 92–Apr 92	Airtech, Inc. —Las Vegas, NV (<i>FBO and Part 135 on-demand charters</i>) Assistant Chief Pilot
Apr 89–Dec 92	Wallaby Aviation —Portland, OR (<i>FBO</i>) Chief Flight Instructor/Fire Patrol

EDUCATION

B.A. in Business Administration, University of Oregon

Combination. *Peter Hill, Honolulu, Hawaii*

This experienced pilot was facing the possibility of a furlough by a major airline. The goal, profile, and multicolumn lists position the pilot for a transition to a smaller carrier.

Attributes

Calm Demeanor
Well-Spoken
Perceptive Nature
Professional Appearance

Esthetic Skills

Skin Histology
Hydrotherapy
Massage Techniques
Customized Facials

Business Skills

Inventory Control
Merchandising
Customer Relations
Sales & Marketing

Qualities

Client Focused
Strong Sales Skills
Highly Organized
Keen Listener

Interests

Horseback Riding
Nutrition
Yoga (two years)

Olivia Isabella

76 Columbia Street ♦ Frankfort, NY 00000 ♦ 555.555.5555

Esthetician

Offering comprehensive esthetic training, a degree in fashion and proven sales skills. Ready to utilize knowledge, creativity, excellent communications and integrity to help to understand the “whole” person and provide the perfect environment to stimulate mental, spiritual and physical well being. Possess a sound understanding of the most advanced facial techniques and exposed to the latest in skin care procedures.

Education & Credentials

The Metropolitan Institute of Esthetics, New York, NY
Completed 600-hour training program

January 2003

AREAS OF SPECIFIC KNOWLEDGE

- ▶ Customized professional facial treatments
- ▶ Marketing and promoting a skin care center
- ▶ Balancing and controlling various skin conditions
- ▶ Maintaining healthy skin from teen to maturity

SPECIALIZED COURSEWORK

- ▶ Ionization / Pre- & Post-operative Care
- ▶ Aromatherapy / European Facial Massage
- ▶ Skin Analysis / Masque Therapy
- ▶ Bridal Makeup / Corrective Makeup

Oneida College, Utica, NY

Bachelor of Professional Studies in Fashion Merchandising

May 2002

GPA 3.2

SPECIAL PROJECTS, INFORMATION & VOLUNTEER ACTIVITIES

- ▶ Participated in the “Early Admission Program”—entering college as a high school senior.
- ▶ Assisted in creating visual displays for the Fashion Program (1999–2000).
- ▶ Volunteer Makeup Artist for Oneida’s annual Silver Needles Award show (April, 2000).
- ▶ Completed a comprehensive and lengthy “capping” project that received high praise and an “A.”

INTERNSHIP

SEVENTEEN MAGAZINE, NEW YORK, NY

Beauty Editor Assistant: Involved with “brainstorming” for article and cover ideas. Conducted research and assisted with actual article development/writing. Acquired considerable experience with facilitating focus groups that consisted of target readers. Gained insight into several aspects of the beauty industry. Also, attended team meetings, helped create promotional concepts and handled overall clerical duties.

Spring 2002

Employment

AVON SALON & SPA, NEW YORK, NY

1/03 TO PRESENT

Esthetician—Provide a variety of services in this upscale Aveda Concept salon. Experience includes waxing, customized facials and product sales. Receive extensive training at Aveda in Soho.

MARSHALL FIELDS DEPARTMENT STORE, Poughkeepsie, NY

12/99 TO 2/00

Worked as a Skincare and Makeup Artist for Clinique with responsibility for promotions and direct sales. Dealt extensively with customers, opened and closed counter and assisted with product marketing.

Additional Information

Trade shows attended include Ex-Tracts, 2002; and Aromatherapy, Fragrance & Personal Care, 2002

Combination. *Kristin M. Coleman, Poughkeepsie, New York*

A distinctive light font ties together information in the left column with the contact information and side headings in the wide right column. The page border binds together the two columns.

Natasha Carer1111 6th St.—Local City, CA 90000—(111) 111-1111**Career Highlights:**

- Through education and employment/volunteer experience, have developed and demonstrated strong professional abilities in public/mental health and counseling services.
- Assignments have included peer, student, and rape victim counseling, and related programs. Knowledgeable regarding theories and approaches in working with adult and child personalities.
- Preferred employment will enable continuing education and opportunities to personally develop and implement relevant service programs with an emphasis on meeting client needs through quality care and attention to detail.

Skill Areas:

- Written/Oral Communications
- Basic Medical Protocols
- Ease of interactions with children and adults of varied age, ethnic, economic, social, political, and educational group levels
- Needs Analysis and Problem Resolution
- Resource Acquisition/Management
- Program Representation
- Staff Orientation/Supervision

Employment History:**1998–2006 Educational & Community Resource Volunteer—Peace Corps, Non-USA**

Trained to improve primary school education programs and adult programs designed to improve economic and educational statuses of people of varied ethnic and national identities. **Key Contributions:** • Surveyed needs and developed resources and services that involved cross-cultural adaptation. • Developed work plans and strategies for primary and secondary school projects. • Facilitated Peace Corps Non-USA governmental and nongovernmental working partnerships. • Aided in developing a permanent library site and secured book donations through Non-USA and Rotary Clubs. • Helped provide career guidance and HIV/AIDS information programs. • Consulted with primary schools implementing Non-USA's New Educational Act.

1996–1997 **In-Home Outreach Counselor**—Non-USA Intervention Program Team1995–1996 **Peer Advisor**—Educational Equity Program, CSU, Some City, CA1995–1996 **Child Care Worker**—Children's Denominational Homes of USA, Some City, CA1993–1994 **Psych Aide/Assistant Peer Group Counselor**—Good Care Clinic for Schizophrenics1993–1994 **Teacher's Aide**—Campus Child Development Center, Small City College**Education/Training:**

6/2005 M.P.A., California State University, Some City

6/1996 B.A., Psychology, California State University, Some City

Internship: Hotline Peer Counselor/Peer Counselor

Personal: References available. Able to travel and/or relocate.**Combination.** Nita Busby, Orange, California

An Employment History makes it possible to telescope limited work experiences before activity in the Peace Corps and to call attention to significant work experiences in that organization.

Emily Cho

(555) 555-5555
emcho@cho.com

113 Hickory Street
Cameron, CA 99999

PROFILE

*Conscientious, personable & energetic **Administrative Specialist** with 10 years of experience that encompasses Project & Document Management, Analysis, Marketing and Public Relations. Motivated self-starter who's earned a reputation for being proficient, hardworking and reliable.*

"You are a conscientious, dependable worker who is a definite asset to the company."

QUALIFICATIONS SUMMARY

Outstanding communications skills...Comfortable interacting with all organizational & cultural levels.

Highly Organized...Expert in multi-tasking & prioritizing. Skillfully manage large projects, start to finish.

Flexible & Adaptable...Assimilate quickly in transitions, switching roles as needed to maintain productivity. Embrace new concepts and methods.

Resourceful Problem Solver...Adept in anticipating & analyzing problems, then formulating solutions.

Detail-Oriented & Conscientious...Keen eye for errors and inconsistencies, striving for flawless output.

Computer Proficiency...MS Word, Excel, Access, PowerPoint; Visio.

"You have capably handled even the most challenging situations."

CAREER HIGHLIGHTS

- *Managed \$500,000 annual department budget; helped process grant proposals. (State U.)*
- *Wrote and helped revise departmental policies and procedures. (Biz Ink)*
- *Edited and proofread manuscripts and worked closely with publisher on 7 books. (Coopers & Brent)*
- *Monitored, organized and evaluated information submitted by more than 20 managers; from that raw data, created accurate workflow reports. (Biz Ink; Coopers & Brent)*
- *As Interstate Liaison, helped promote *Cops in Shops*, a program to deter underage drinking. (Pathways)*
- *Helped launch new programs, collaborating with PR firms and ad agencies to obtain media coverage. (Pathways)*
- *Facilitated successful establishment of in-house library by researching logistics and overseeing setup process. (Pathways)*
- *Served as Project Manager of department's *Client Appreciation, Biz 2003*. Coordinated activities for 125 clients attending annual company event. (Biz Ink)*

"You are appropriately decisive and have strong problem-solving skills..."

EMPLOYMENT HISTORY

Project Coordinator/Executive Administrative Assistant	2002–Present
<i>Biz Ink—Cameron, CA—Payroll, Payroll-Tax & HRMS outsourcing company</i>	
Executive Assistant	2000–2002
<i>Coopers & Brent LLP—Crescent Hills, CA—Publishing & Creative Services Group</i>	
Administrative Assistant	1999–2000
<i>State University—Crescent Hills, CA</i>	
Executive Assistant/Marketing Coordinator	1994–1999
<i>Pathways—San Marino, CA—Non-profit national organization promoting public awareness and programs to deter alcohol abuse</i>	

EDUCATION—Bachelor of Arts / Speech Communications / 1999—State University—Crescent Hills, CA

Comments above are excerpts from recent performance review.

12

Combination. Gail Taylor, Torrance, California

This candidate was relocating and looking for a challenging position with problem-solving responsibilities. Excerpts from performance evaluations support her quest.

202 Marley Avenue, Denver, CO 00000
(000) 000-0000

bandaide@waycool.com

Deirdre Janovic

CAREER INTERESTS

Recording/Mixing Engineer ♦ Staff Producer ♦ Studio Technician

PROFILE

- ♦ Knowledge of the music business developed through training in audio-video engineering, production assistance in a recording studio, and more than 6 years of experience in sales of musical equipment.
- ♦ Technical expertise with state-of-the art recording technology, as well as studio setup and basic maintenance.
- ♦ Good ear for music, with an understanding of the sound image desired by various performers.
- ♦ Ability to work comfortably under pressure and maintain a high energy level in an industry that emphasizes speed, flexibility, organizational skills, decisiveness, and effective interpersonal communications.

PROFESSIONAL EXPERIENCE

1999–Present

Niteglo Productions, Denver, CO

Engineer with a small recording studio specializing in hip-hop and R&B

- ♦ Started as an intern and was hired permanently after displaying initiative to take on various responsibilities in both the creative and business aspects of production.
- ♦ Operate a Mac-based console running Logic Audio Platinum program. Record and mix 32 tracks to produce master tapes.
- ♦ Set up and disassemble apparatuses such as instruments, mikes, and wiring for recording sessions in an efficient manner so that artists can make optimal use of scheduled studio time.
- ♦ From a library of more than a million samples, select sound effects that complement the music being recorded. Created the sound effects for more than 100 CDs.
- ♦ Participate in contract negotiations and meetings at major record labels to sell studio's productions.

1996–Present

Music Universe, Denver, CO

Sales Associate (part-time)

- ♦ Demonstrate features of various musical instruments and sound systems. Advise customers in selection of products best suited for their purposes.
- ♦ Prepare proposals that include all components necessary to equip a professional recording studio, with a breakdown of costs and alternative solutions.
- ♦ Generate approximately \$250,000 in annual business, in part through networking at clubs where new bands perform. Consistently ranked as one of the company's top salespersons.

EDUCATION

University of Denver

B.A. Communications, May 2000

Concentration in TV and Video Production

Major Projects (available on request):

- ♦ Promotional video for current employer, Niteglo Productions
- ♦ Electronic press kit for a band called "Concrete"
- ♦ CDs of various artists

Combination. *Melanie Noonan, West Paterson, New Jersey*

Strong diamond bullets guide the eye down the page as an incentive to read the whole page and not just the top third. The full view is that of an engineer with sales experience.

JANE TAYLOR

675 Route 537 • Allentown, NJ 08501 • taylor47@aol.com • 609.359.3467 (H) • 609.656.2356 (C)

Elementary School Teacher

- Strong practical and theoretical background in developing and selecting appropriate teaching materials.
- Successful and self-confident in classroom presentation; establish a positive social environment.
- Provide a warm, supportive environment for developing academic, social, and emotional growth.
- Implement a wide range of learning materials to appeal to student interests, maximizing participation and learning potential.
- Instill confidence, self-esteem, and an optimistic attitude in each child.
- High level of patience and commitment in working with children and young people.
- Analytic and versatile thinker, effective at developing and implementing creative ideas.

Core competencies include:

- | | |
|-------------------------|------------------------|
| • Organizational Skills | • Communication Skills |
| • Classroom Management | • Teaching |
| • Problem Solving | • Motivation Skills |
| • Interpersonal Skills | • Volunteer Work |

PROFESSIONAL EXPERIENCE

THE GODDARD SCHOOL, Marlboro, NJ 2002–2006

Head Teacher

Supervised a staff of more than 20 employees in addition to teaching a class of 16 children. Wrote daily lesson plans and prepared daily art and creativity lessons. Developed a daily “Circle Time” where students could exchange fresh ideas. Provided a variety of playtime activities that were fun but also geared toward learning, personal growth, and education.

THE DEIL SCHOOL, Hamilton, NJ 1985–1986

Head Teacher

Directed the activities of preschool children in a warm and caring manner.

EDUCATION

Bachelor of Science in Early Childhood/Elementary Education 1984

TRENTON STATE COLLEGE—Trenton, NJ

Computer Skills:

Microsoft Word/Excel, Peachtree Accounting, e-mail, and Internet

ADDITIONAL WORK HISTORY

ASD PETROLEUM, Freehold, NJ 1986–2002

Vice President/Bookkeeper

Managed the daily operations of an auto service business, including payroll, purchasing, and bookkeeping.

Combination. *Beverley and Mitchell I. Baskin, Marlboro, New Jersey*

Arrow-tip bullets point to desirable worker traits in what amounts to an opening profile of the candidate. A bulleted, two-column list of core competencies supports this eye-catching profile.

FOSTER PORTER

44 Smith Street
 Philadelphia, PA 11111
 Home Phone 222.222.2222
 Voicemail 333.333.3333
 XXXXX@XXXXX.XXX

PHARMACEUTICAL SALES

Outstanding sales record, proven ability to close new product sales.
 Strong public speaking ability, comfortable addressing large and small groups
 on pharmacology and sales topics.
 Excellent interpersonal skills.
 Competent in Word, Excel, Access, PowerPoint.

*Foster, your work at Wyeth has been outstanding. Staff trained by you become
 some of our best employees, and your sales numbers stay at the top.*

—Letter of commendation by supervisor, February 2002

PHARMACEUTICAL SALES EXPERIENCE

WYETH AYERST LABORATORIES, Radnor, PA 1998–Present
 (A division of American Home Products, Madison, NJ)

Territory Specialist

- Achieved ranking in the **top 5% during 2002–2003** in eastern Pennsylvania.
- Increased sales **25%, 2000–2001**.
- Attended a self-improvement course through Career Development to improve sales skills and performance. **Promoted 4/00**.
- Chosen to develop training program for new hires.
- Developed long-term relationships with pharmacists, hospital personnel, and physicians in areas of Rheumatology, Neurology, Psychiatry, Orthopedics, Primary Care, and OB/GYN.
- Organized and presented continuing education seminars for medical personnel.
- Worked closely with SAMA—Spanish American Medical Association, 1998–2001.

ADDITIONAL EXPERIENCE

Quality Advertising, Inc., Philadelphia, PA 1995–1998

Media Planner

- Maintained a current and competent level of knowledge for Estée Lauder, Inc., including Prescriptives, Clinique, and Origins.
- Prepared and maintained advertising budget for fiscal year.
- Placed client advertising on network television, cable television, consumer magazines, and radio.

EDUCATION

University of Philadelphia, Philadelphia, PA 1998
 ▪ Bachelor of Science, Communications/Business

Combination. *Ellen Mulqueen, Hartford, Connecticut*

This resume displays the individual's outstanding sales record in a highly competitive field. The excerpt from the letter of recommendation is positioned and enhanced to stand out.

STEVEN FULLER

stevenfuller@email.com

5555 Silverlake Avenue
Encino, CA 55555Residence 818.555.5555
Mobile 818.555.0000**SOFTWARE SALES MANAGEMENT***Special Expertise in Sales of Complex Software Solutions*

Accomplished sales and marketing management professional who excels in strategic planning, marketing, sales and support of advanced technology solutions. Keen presentation, contract negotiation and communication abilities. Track record of training, motivating and coaching top-performing teams.

—Core Management Qualifications—

Strategic Business Planning • Consultative / Solution Sales • Competitive Product Positioning
Sales Training • Team Building & Leadership • Communications, Presentations & Public Speaking
Business Development • Strategic Alliances & Business Partnerships

PROFESSIONAL EXPERIENCE

ABC SOFTWARE GROUP, Los Angeles, CA • 1999–Present

*Achieved fast-track promotion to positions of increasing challenge and responsibility.***Senior Software Account Manager** (2002–Present)

Charged with driving software revenue growth and increasing market share in Consumer Products Cluster. Lead and coach team of 12 account representatives. Articulate ABC's software strategies to executive-level customers.

- Attained **President's Club status** by achieving **114% of quota** (\$9.8 million).
- Closed **\$3.8 million** deal with American Consumer Products Company by establishing reputation as trusted advisor to executive management.
- Achieved YTY overall software revenue attainment of **115%** (2002 over 2001).
- Surpassed revenue objectives for five (5) consecutive quarters.
- Grew YTY software revenue target by **200%**, achieving key wins across product family.
- Recipient of **2002 Vice President's Award**.

Senior Software Specialist (2001–2002) / **Software Specialist** (1999–2001)

Sold software solutions to select Fortune 500 companies throughout Western Region. Completed extensive training in e-business application framework, Web-based applications, Web-to-host integration, Internet-based security, server-managed client environments and solution selling.

- Achieved **President's Club status** by selling **122% of quota** in 2000, **108% of quota** in 1999, and **128% of quota** in 1998.
- Established software sales training process; authored manual and trained new employees.
- Achieved **annual increases in revenue growth three consecutive years**.
- Forged strategic partnerships, capturing key wins at major companies.

EDUCATION

UNIVERSITY OF SOUTHERN CALIFORNIA, Los Angeles, CA

MBA—Concentration in Finance and Marketing; 1999**B.S. in Marketing;** 1997**COMPUTER SKILLS**

Proficient in popular applications, including Microsoft Windows, OS/2, Microsoft Office suite, Lotus SmartSuite. Strong knowledge of e-business software, including Business Integration, Foundation and Tools, Data Management and Analytics, Security and Systems Management and Collaboration SW.

Combination. *Vivian VanLier, Los Angeles, California*

A high-achieving software sales professional was seeking a new opportunity. The emphasis is on sales management skills, sales achievements, an MBA degree, and computer skills.

Special Paper Information

The papers are arranged from warm to cool colors. Heavy textures are avoided because of their resistance to laser printing. Laser-printed characters on heavy textures tend to break up with frequent handling.

Besides comparing colors, compare subtle textures by rubbing the surface rapidly and comparing sounds. Compare weights by placing an edge of a sheet between your thumb and forefinger. Consider using 70-lb. paper for an executive's resume.

Resumes 1 and 2

Brand: Connoisseur
Parent company: Southworth
Color: Almond
Kind: Linen
Weight: 32 lb.
Contains: 100% cotton
Acid-free: Y
Watermarked: Y
Ink-jet-compatible: Y
Laser-compatible: Y
Copier-compatible: Y

Resumes 3 and 4

Brand: Colors and Textures
Parent company: Southworth
Color: Ivory
Kind: Wove
Weight: 24 lb.
Contains: 100% wood
Acid-free: Y
Watermarked: N
Ink-jet-compatible: Y
Laser-compatible: Y
Copier-compatible: Y

Resumes 5 and 6

Brand: Credentials
Parent company: Southworth
Color: Ivory
Kind: Antique Laid
Weight: 24 lb.
Contains: 25% cotton
Acid-free: Y
Watermarked: Y
Ink-jet-compatible: Y
Laser-compatible: Y
Copier-compatible: Y

Resumes 7 and 8

Brand: Connoisseur
Parent company: Southworth
Color: Ivory
Kind: Wove
Weight: 24 lb.
Contains: 100% cotton
Acid-free: Y
Watermarked: Y
Ink-jet-compatible: Y
Laser-compatible: Y
Copier-compatible: Y



Resumes 9 and 10

Brand: Credentials
Parent company: Southworth
Color: White
Kind: Antique Laid
Weight: 24 lb.
Contains: 25% cotton
Acid-free: Y
Watermarked: Y
Ink-jet-compatible: Y
Laser-compatible: Y
Color copier-compatible: Y

Resumes 11 and 12

Brand: Connoisseur
Parent company: Southworth
Color: White
Kind: Wove
Weight: 24 lb.
Contains: 100% cotton
Acid-free: Y
Watermarked: Y
Ink-jet-compatible: Y
Laser-compatible: Y
Copier-compatible: Y

Resumes 13 and 14

Brand: Connoisseur
Parent company: Southworth
Color: Gray
Kind: Wove
Weight: 32 lb.
Contains: 100% cotton
Acid-free: Y
Watermarked: Y
Ink-jet-compatible: Y
Laser-compatible: Y
Copier-compatible: Y

Resumes 15 and 16

Brand: Connoisseur
Parent company: Southworth
Color: Blue
Kind: Linen
Weight: 32 lb.
Contains: 100% cotton
Acid-free: Y
Watermarked: Y
Ink-jet-compatible: Y
Laser-compatible: Y
Copier-compatible: Y

Accounting

Resumes at a Glance

RESUME NO.	OCCUPATION	GOAL	PAGE
17.	Accounting Clerk	Junior Accountant	45
18.	Adjunct Instructor	Not specified	46
19.	Assistant Controller	Not specified	48
20.	Accountant	Accountant	50

JAMES PARKER

222 Corner Lane Road • Bay Shore, New York 22222 • (555) 777-0000 • jraccountant@financialweb.net

Full-time accounting student with related experience seeking a part-time position in the capacity of

JUNIOR ACCOUNTANT

- Currently enrolled in a four-year accounting program; excel academically while working part time.
- Well-rounded experience working in retail sales environments across foodservice and clothing industries.
- Analytical problem solver with a strong figure aptitude and ability to quickly grasp complex concepts.
- Disciplined with a strong character developed from extensive athletics and community involvement.
- Personable with innate relationship-building qualities; communicate effectively in English and Spanish.

EDUCATION

Bachelor of Science, Accounting, expected May 2005

LONG ISLAND UNIVERSITY, C.W. POST, Brentwood, New York

Honors: Phi Eta Sigma, Freshman Honor Society **Current GPA:** 3.9

Coursework: External Reporting, Tax and Business Strategies, Managerial Accounting, Corporate Finance, Principles of Accounting, Microeconomics, Macroeconomics, Calculus, Business Law, Marketing, and Statistics

WORK EXPERIENCE

► Supermarket City, Riverhead, New York

11/01–present

Accounting Clerk, Internal Audit Department, Corporate Headquarters

- Perform general accounting functions focused on high-risk audits of daily inventory for 47 stores, weekly disbursements of short-term payable accounts, and mandatory reporting activities for management review.
- Research, identify, and investigate over/under charges through review and analysis of vendors' aging reports for all store sites; and verify, reconcile, and approve payment for entry into network accounting system.
- Interface between major snack food and beverage vendors and Supermarket City's Accounts Payable/Receivable departments concerning invoice discrepancy issues and account billing cycles that include vendor discounts.
- Assisted Personnel during tax season to trace high-risk fraudulent employee activities for all store locations.
- Interviewed all levels of personnel to investigate incidents of false Social Security identifications and W-2 forms to cases of embezzlement, with a focus on bookkeepers, cashiers, and field auditors.

Produce Clerk, Produce Department

- Assisted in broad areas of customer service, sales, marketing, staff training, quality assurance, inventory control, delivery verification, stocking, vendor relations, catering services, and product merchandising.
- Selected to train four part-time clerks at another store location on daily produce department procedures.

► Sales Representative, Garment Department, Discount Suits Corp., Riverhead, New York 12/00–11/01

- Assisted in storewide functions, including sales counter and cashiering activities, part-time employee training, inventory control, stocking, merchandise display, purchasing, loss prevention, and problem resolution.

COMMUNITY INVOLVEMENT & AFFILIATIONS

Active Member, Accounting Society, Long Island University, C.W. Post

Co-founder and Chairman, Bay Shore Alumni Student Association

COMPUTER SKILLS

Windows 2000/OSX; Microsoft Word, Excel, and Access; electronic tax research; Internet research; install, configure, and troubleshoot various hardware and software components

Combination. Ann Baehr, East Islip, New York

A full-time accounting student wanted to become a part-time junior accountant. A strong summary of skills and good academic credentials appear before beginning work experience.

MARY W. Kingston—CPA, MBA

178 Stanton Drive

Cedar Park, Texas 78795

512-785-6857

mkingston@aol.com

PROFESSIONAL SUMMARY

Degreed Accounting Professional with over 25 years of progressively responsible experience in a detail-oriented, multi-functional setting. Key accomplishments include

- Led the audit of a multimillion-dollar** construction project.
- Developed and implemented** multiple **accounting training programs**.
- Implemented** the concepts and procedures for multiple computerized systems.
- Reduced processing time by 70%** of raw material contracts, receipts and payments.

Accounts payable

Payroll

General ledger

Financial statement preparation

Collections

Financial reports

System debugging

Legal compliance examination

PROFESSIONAL ACHIEVEMENTS

- Implemented payroll upgrades resulting in **increased payroll processing efficiency and accountability** by allowing department managers to input hours.
- **Corrected \$3 million in errors** through identifying and debugging problems with the purchasing and accounts payable invoice matching system.
- **Improved accuracy, efficiency and overall effectiveness** of accounting month-end journals by implementing computerized systems combined with complex Excel workbooks.
- **Enhanced interdepartmental communications** through the development and implementation of training guides and programs in support of non-accounting personnel, including engineers, planning/schedulers, clerks and managers. Topics included sales tax issues, construction in progress, fixed-asset additions and disposals.
- **Strengthened the auditing division** by applying procedures and experience gained in national accounting firms and various small businesses.

PROFESSIONAL EXPERIENCE

University of Texas, Austin, Texas

2003–Present

ADJUNCT INSTRUCTOR

- ❖ Teach college-level accounting classes: Intermediate II, Cost and Budget.
- ❖ Research, document and implement strategies for increased learning retention.
- ❖ Draft and present class content outline for College Dean approval.
- ❖ Lead students to master accounting concepts through formal and informal review/grading sessions.
- ❖ Incorporate “hands-on” industry application examples from professional experience.
- ❖ Mentor, counsel and guide students in career options that include the accounting profession.

18

Combination. *McLisa Rogers, Scroggins, Texas*

A resume makeover. The original lacked visual appeal, and a career objective added little to the document. This revision draws immediate attention to a summary of centered key

MARY W. KINGSTON—CPA, MBA

—Page Two—

Brackenridge Hospital, Austin, Texas

2000–2002

DIRECTOR OF ACCOUNTING

- ❖ Managed a staff of seven direct reports, including an accounting supervisor and six administrative personnel.
- ❖ Planned, organized and directed the functions of the accounting department, including accounts payable, payroll, general ledger and financial statement preparation; set goals and objectives for the department at all levels; partnered with the Assistant Administrator of Finance and Administration on special projects; managed outside vendors and auditors.
- ❖ Converted all accounting worksheets from Lotus to Excel and implemented improvements.

Hays County Community Hospital, San Marcos, Texas

2000–2000

ACCOUNTANT and CFO

- ❖ Developed procedures to track business office collections, posting and balancing.
- ❖ Trained and coached staff in procedures designed to improve accuracy and efficiency.
- ❖ Prepared financial statements by developing Excel spreadsheets to document work.

TP Chemicals, San Marcos, Texas

1988–1999

ACCOUNTANT III

- ❖ Maintained financial books, prepared financial reports, mentored and coached accounting department personnel, provided support to Controller and enhanced the effectiveness and efficiency of the department.
- ❖ Supported, mentored, trained and delegated accounting activities to clerical help to expand their skills/abilities and to improve their self worth and value to the company.
- ❖ Developed concepts and procedures; analyzed, debugged and resolved general ledger interfaces with computerized work order/purchasing system and project accounting system.
- ❖ Prepared timely monthly accruals and reversals; posted interfaces, including inventories, work orders, construction in progress, fixed assets; closed timely the financial books, prepared and issued monthly financial reports for efficient and effective operation of the plant.

State of Colorado, Denver, Colorado

1986–1988

EXAMINER OF PUBLIC ACCOUNTS

- ❖ Performed financial audits and prepared financial statements for county school boards and county commissioners. Performed legal compliance examination for judges of probate, tax assessors and tax collectors.

EDUCATION and TRAINING

Masters of Business Administration, University of Texas, Austin, Texas, 1993

Bachelor of Science in Accounting, Cum Laude, University of Colorado, Denver, Colorado, 1974

Microsoft Word/Excel * WordPerfect * Lotus Quicken * Quick Books Pro * AS400 Query

AFFILIATES AND MEMBERSHIPS

Professional Association of Certified Public Accountants (PACPA)

CPA—Colorado and Texas

Texas Association of CPAs

Treasurer, Mission of Hope Recovery Outreach, Inc.

accomplishments and core abilities in a shaded box. Boldfacing makes additional professional achievements more visible. Unique compound diamond bullets unify the Professional Experience section. Centered section headings draw the eye downward through both pages.

PAUL KEENAN, CPA, CMA

Credentialed financial professional with expertise in GAAP and managerial accounting, excellent financial analysis skills, and a proven record in implementing effective cost-saving initiatives

PROFILE

Dynamic, results-oriented accountant with nearly ten years of experience that include five years as a controller in a manufacturing environment. Top-notch CMA with demonstrated expertise in cost accounting, financial analysis, and financial reporting. Hands-on leader with open management style who is effective at creating a team environment. Accomplished negotiator with excellent relationship-building skills. Strong track record in implementing initiatives that improve financial operations. Respected financial advisor schooled in the use of EVA™ metric system to guide corporate decision-making. Driven by challenge and the opportunity for development; thrive in diverse, fast-paced settings.

PROFESSIONAL EXPERIENCE

AFFILIATES OF AMERICA, New York, New York
Assistant Joint Venture Group Controller

Jan 1998 to present

Brought on to integrate financial operations of four affiliated companies with revenues totaling more than \$800 million. Instrumental in building financial infrastructures and standardizing accounting procedures across all companies. Work closely with individual companies to prepare budgets and compile monthly and quarterly P&L forecasts. Coordinate monthly and yearly financial closing procedures.

- Served key role in the introduction, installation, and integration of new financial reporting system across four joint-venture companies. Successfully migrated existing data into new system while bringing books into compliance with general accounting standards.
 - Introduced computerized production reporting, establishing a perpetual inventory system.
 - Instituted procedures that standardized operational reporting, simplifying calculations such as ROI and allowing more accurate comparison between groups.
 - Identified best practices among units and incorporated them throughout affiliated companies.
 - Successfully lowered monthly closing time from 10 days to 3 days across all four companies through effective introduction and coordination of improved financial closing procedures.
 - Instituted use of FAS Asset Accounting software to manage all property, plant, and equipment (PPE) with aggregate value in excess of \$72 million.
 - Created policies for the management and disposal of all capital assets to ensure assets are accounted for and charged to appropriate cost centers. Established new tracking system to simplify asset accounting.
 - Effectively negotiated property and casualty insurance renewals with brokers, leveraging prior experience in the insurance industry to obtain the most favorable rates.
 - Reported financial results based on the EVA™ metric system, calculating and presenting findings on a monthly and annual basis to provide financial data to enhance corporate decision-making.
 - Working closely with Big 4 audit firm, prepared supporting documentation, flux analysis for sales and inventory, fixed assets, and accounts receivable and payable for both quarterly and year-end audits.
 - Routinely develop clear, cohesive financial reports that identify opportunities for cost savings throughout joint-venture companies.
-

5 SIDNEY ROAD • BRIARCLIFF, NEW YORK 10001 • (333) 333-3333
pkeenan5@aol.com

19

Combination. *Carol A. Altomare, Three Bridges, New Jersey*

This resume displays two characteristics of executive resumes: smaller type and longer lines. These help pack more information on two pages and still provide adequate white space.

PAUL KEENAN

PAGE 2

JOHNSON GROUP OF NEW ENGLAND, Greenwich, Connecticut

Nov 1997 to Jan 1998

Assistant Vice President

Acting as broker, worked closely with underwriters to negotiate acceptable financial terms for casualty insurance programs targeted towards Fortune 100 client companies.

- Negotiated programs for major clients, providing expert financial analysis related to loss-sensitive programs.
- Won major contracts through persistence and determined negotiating.

ACE INSURANCE CORPORATION, New York, New York

Jan 1994 to Nov 1997

Account Executive—Actuarial Services

Serviced Commercial Property & Casualty accounts in the National Account Department. Assessed underwriting data, prepared insurance specifications, negotiated premium, and made presentations to clients.

- Served as key member of team that serviced insurance portfolio worth \$1 million.
- Developed financial models for loss-sensitive/cash-flow insurance programs and introduced spreadsheets to simplify data analysis.
- Designed computer training program for employees.

EDUCATIONYORK UNIVERSITY, New York, New York

Bachelor of Science Degree in Accounting with concentration in Economics, May 1993

Post Graduation Education:

International Finance, Securities Analysis, Risk Management and Insurance, CPCU-7 Legal Environment, C/C++ Programming

CERTIFICATIONS & PROFESSIONAL AFFILIATIONS

Certified Management Accountant (CMA), 2004

Certified Public Accountant, New York, 1995

Member, The Institute of Management Accountants, 2001 to present

COMMUNITY ACTIVITIES

Member of the Board of Trustees & Volunteer Treasurer, Gentry Steering Committee, Yonkers, New York

- Manage books for this not-for-profit housing organization.
- Installed QuickBooks to automate accounting.

KEYWORDS

Accountant, controller, assistant controller, financial management, financial analysis, cost analysis, budgeting, general accounting, cost accounting, financial accounting, GAAP, accounts payable, accounts receivable, auditor, financial reporting, asset management, CPA, certified public accountant, CMA, certified management accountant, Economic Value Added (EVA™) metric system, manufacturing

5 SIDNEY ROAD • BRIARCLIFF, NEW YORK 10001 • (333) 333-3333
pkeen5@aol.com

Placing contact information in a footer on both pages makes room for important Profile information at the top of page one just below the person's name. Keywords near the end of the second page are useful in any online version. The individual got a call for an interview from every company he contacted.

James M. Olson

9803 Clinton Avenue ■ Houston, TX 77068
(281) 000-0000 ■ name@msn.com

ACCOUNTANT

Detail-focused, highly ethical accounting professional with a BBA in Accounting and work experience demonstrating consistent achievement of organizational and fiscal objectives and goals. Able to pinpoint discrepancies and errors to prevent continuing and potentially unnecessary cost expenditures. Willing to accept responsibilities beyond immediate job duties and take on special projects at management request. Proficient in Excel, Access, other MS programs, J.D. Edwards, and proprietary software. *Knowledge and skill areas include*

- Audits & Financial Statements
- Accounts Receivable/Payable
- Financial Reconciliations
- General Ledger Accounting
- Record/Systems Automation
- Financial Research Projects
- Strategic & Financial Analysis
- Audit Review Procedures
- Teamwork & Communication

Education

TEXAS UNIVERSITY, Houston, TX
Bachelor of Business Administration (BBA) in Accounting, 2000

Accounting G.P.A.: 3.5 / Member, Beta Alpha Psi—for Honors Accounting, Finance, and IT students

Relevant Experience

Accountant, CITY OF NAME, Anywhere, TX

2001–Present

Fully responsible for several core accounting functions within municipality of 200,000 residents, including preparing financial statements and monthly reports/reconciliations, analyzing expense reports, integrating technology to facilitate accounting tasks, and completing special research projects as needed. Assigned significant role in managing finances of WTMPA, organizing large bodies of financial data, and preparing all financial statements for 2001 and 2002 audits. *Selected Accomplishments:*

- ❑ **Records Analysis & Error Identification**—Researched, identified, and helped resolve several large discrepancies in receivables and payables, all favorable to City of Name:
 - *\$100,000 in A/R account for City of Name's power purchases;*
 - *\$20,000 underpayment for A/R in General Fund Account;*
 - *\$10,000 excess in A/P for Internal Service funds.*
- ❑ **Policy Development**—Played key role in development of new travel policy, with projected elimination of problems previously stalling productivity of accounting and internal audit functions.
- ❑ **Financial Analysis**—Compiled analysis of franchise fees subsequently used by Assistant City Manager in evaluating potential effects of pending legislation.
- ❑ **Audit Review Compliance**—Prepared cash flow and financial statements for external auditors on 13 Internal Service and 10 Special Revenue funds, with zero notes from auditors on review documents.
- ❑ **Teamwork & Collaboration**—Coordinated project with legal division that revived dormant accounts and ensured proper disposition. Worked with Chief Accountant to construct new reporting model.
- ❑ **Technology Improvement**—Changed automatic accounting instruction table in J.D. Edwards system, leading to correction of multiple unnecessary entries and subsequent cost/time savings.

Collection Agent, CITYBANK, Irving, TX

1997–1998

Trained new employees on account software; prepared detailed financial/customer reports for management.

Manager, TANNING SALON, Irving, TX

1996–1997

Managed A/P, A/R, payroll, and other financial functions in addition to general management activities.

20

Combination. Daniel J. Dorotik Jr., Lubbock, Texas

The area of interest is the Accountant information below the person's name and above the Education section. The pair of three-dimensional, horizontal lines works together as a frame to direct attention to the Accountant information. In the Relevant Experience section, shadowed square bullets, boldfacing, and italic call attention to selected accomplishments.

Advertising/ Promotion

Resumes at a Glance

RESUME NO.	OCCUPATION	GOAL	PAGE
21.	Wait Staff	Not specified	53
22.	Account Supervisor	Marketing/Advertising Director	54
23.	Vice President	Account Supervisor	56
24.	Cosmetic Technician	Events Planner	58

THOMAS DORAN**555 555-5555****EDUCATION**

BA in Advertising; Minor in Marketing ACADEMIA UNIVERSITY, Camary, Texas
17 hours Spanish

*Fall 2004***FOREIGN EXCHANGE PROGRAMS**

THE CENTER FOR BILINGUAL MULTICULTURAL STUDIES, Citalynda, Zapata, Mexico *Spring 2003*
Studied Spanish six hours a day, five days a week. Lived with Mexican family and other foreign students, and traveled throughout Mexico learning of foreign culture and economics.

- Volunteered for Niños de la Calle.

HUSTER HASS SCHOOL, Don Hogg, Holland *Fall 2002*

Studied international marketing and management and organizational management for six months. Also studied Dutch law. Lived in dorm environment, and traveled throughout Europe learning of foreign culture. Helped organize school functions and give new-student orientations.

RELEVANT PROJECTS**ADVERTISING COALITION 2003 NATIONAL STUDENT COMPETITION**

Selected out of 21 members to serve on creative team of three members. Created a four-year integrated marketing communications plan book for auto dealership, manufacturer of products for the transportation industry. Researching and analyzing industry; writing creative brief; designing Web page and magazine ads; and targeting portfolio to financial opinion leaders, stock and shareholders, employees, and customers.

- Won second place at nationals.

CAMPAIGN BOOK FOR STATE LOTTERY COMMISSION

One of a group of five compiling proposals for awareness campaign for state lottery. Six-member group creating 13 advertisements to be presented to lottery commissioner.

WORK EXPERIENCE

Wait Staff, HOME COOKIN' CORNER, Bullnose and Camary, Texas

2002–Present

Provided standard wait-staff services and balanced out cash and tips each day. Transferred from full-time summer job in Bullnose to part-time position in Camary.

- Requested by regular customers.

Director, WeeCare After-School Program, WEECARE, Camary, Texas

2000–2002

Oversaw five staff members who coordinated activities for 80 children ages 5–12. Handled discipline issues with both staff and participants and dealt with collection issues. Facilitated complete program organization and facility readiness.

- Asked to return to director's position after study abroad.

Full-time Daycare Counselor, WEECARE, Bullnose, Texas

Summer 2000

Organized arts and crafts and play activities for children and created projects. Interfaced with parents and handled issues. Acted as mentor to children.

ACTIVITIES

- Member, State Advertising Federation
- Member and Social Chair, Kuptta Kai Fraternity
- Volunteer, Challenged Veterans Store
- Volunteer, Heart Saving Association

*2003**2000–Present**1999**1998*

5555 55th Street • Camary, Texas 55555 • tdoran@yahoo.com

21

Combination. *Edith A. Rische, Lubbock, Texas*

This student had relevant experience both abroad and in academic competitions. His goal was foreign advertising, so foreign language and exchange programs are highlighted. See Cover Letter 1.

Christopher Rollins

138 Redwood Drive • Burlington Township, NJ 08016 • 609.555.5555 • CsRollins@earthlink.net

MARKETING DIRECTOR / ADVERTISING DIRECTOR

Expertise in Competitively Positioning Brands, Products and Services

Creative professional with a proven track record of successful projects from initial concept through completion. High-energy, results-oriented leader recognized for innovative tactics and strategies. Talent for building cohesive teams with strong problem-solving skills, able to manage time-sensitive projects with multimillion-dollar budgets.

Combine passion for marketing with commitment to contributing to an organization's bottom line. Consistently successful in conceptualizing, developing and orchestrating internal and external marketing initiatives to support national and international sales organizations. Excellent communications and interpersonal skills.

Areas of Expertise:

- Strategic Brand Planning
- Comprehensive Advertising Campaigns
- Direct Response Programs
- New Market & Customer Development
- Business Analysis
- Project Management
- E-Media
- Brand Building Goals
- Business Marketing and Promotions
- Cooperative Marketing
- Evaluate Market Trends
- Market Research Analysis

Professional Experience

HARRIS & SMITH COMMUNICATIONS, Cranbury, NJ (1999–Present)

A full-service, strategically driven agency, with \$29 million in revenues and diverse capabilities in advertising, all forms of media promotions and public relations.

Account Supervisor

Lead the team responsible for Account Planning and day-to-day operations and management of key agency accounts. Responsible for setting budgets and forecasts, developing estimates and managing estimated vs. actual costs for all applicable clients. Hands-on involvement in each phase of client business, from campaign strategy through execution and program analysis.

- Conceptualized, designed and implemented programs ranging from brand salience to direct-response programs.
- Restructured underperforming accounts into profitable and successful client relationships.
- Created, planned and implemented programs ranging from strategic brand planning to direct-response campaigns for national and international brands including **Bank One/First USA, Nordica Skis, Fedders, Bank of America, Prince Sporting Goods, Yardville National Bank, SQN Banking Systems, and New Jersey Economic Development Authority.**
- Successfully planned, directed and launched the initial U.S. **ING DIRECT** campaign.

Continued

Combination. *Beverley and Mitchell I. Baskin, Marlboro, New Jersey*

A page border on both pages ties together the two pages visually. After a profile, a pair of lines enclosing Areas of Expertise directs attention to them. To recognize the value of boldfacing,

Page Two

CHRISTOPHER ROLLINS

Professional Experience (Continued)**PMG VENTURES**, Narbeth, PA (1994–1999)

A \$25 million, 50-person international sports and entertainment marketing and management agency.

Director of Marketing (1997–1999)

Directed the design, creation and strategic planning for marketing campaigns for the Men's Worldwide Senior Tennis Circuit (WSTC), DiamondBack Racing, Limited Express Next Model Search and the Dave Schultz Wrestling Foundation. Developed integrated marketing programs with partners of the WSTC to maximize their sponsorship and achieve objectives. Some major accounts handled as sponsors were **Citi, Unilever, PricewaterhouseCoopers, Cadillac, U.S. News**, and **Circuit City**. Supervised and approved advertising media contracts for print, radio, TV and out of home. Successfully grew the company to 4 times its size in 5 years.

- Increased profits over a two-year period with budget reductions of 10%.
- Expanded WSTC sponsorships to record levels through innovative marketing concepts.
- Honored with the firm's "Man-of-the-Year" award for leading by example and for excellent performance.
- Trained and directed a staff of 10 regional marketing managers.
- Managed \$1.1 million marketing budget for all U.S. events on the WSTC.

Creative Services Manager (1994–1997)

Initiated, planned and managed the implementation of the Creative Services department. Hired free-lance graphic designers and illustrators and developed them into a cohesive team during the firm's rapid growth period. Assumed full responsibility for all printed advertising and promotional materials, including magazine, newspaper, out-of-home advertising, pop displays, sales brochures, direct mail, posters, capability brochures, corporate identification and proposals.

- Led negotiations with service bureaus and other vendors on all contracts.
- Charged with full P&L responsibility for the department's budget.

BARNES MARKETING & COMMUNICATIONS, Media, PA (1993–1994)**Graphic Artist**

Given creative control of the design and layout of numerous brochures, corporate newsletters, direct-marketing pieces and magazine and newspaper ads. Responsible for corporate identity on all media. Managed each project from concept through completion.

Education**ASHLAND UNIVERSITY**, Ashland, OH

BS, Visual Communications, with honors, 1993

BS, Business Administration, with honors, 1992

Honors and Activities

Current participant with AmeriCare, helping to rebuild homes in the Northeast
Outstanding Achievement Award; Association of Graphic Communications, New York, NY
Honors Award for Outstanding Leadership, Ashland University

References available upon request

look just for it and let your eyes travel through the two pages. What you see first is what the applicant and writer want you to see: key information that is relevant to the target position and that convinces the reader that this particular applicant is someone to interview.

Rachel Simms-Malfetti

8 Mountainside Road • Mendham, NJ 07748 • rachsm1@aol.com
908.475.5635 Home • 908.221.5935 Cell

Advertising & Marketing

Account Management ~ Supervision ~ Strategic Planning

Highly productive and innovative professional with a proven background in conceiving, designing, introducing, and implementing successful cutting-edge strategies to drive brand awareness and increase sales.

High-energy, results-oriented leader with a talent for building cohesive teams. Strong problem-solving skills. Able to manage time-sensitive projects with multimillion-dollar budgets. Excellent communication and interpersonal skills.

Adept at launching new brands and identifying methods that extend the life of existing brands. Combine a passion for marketing with a commitment to contributing to an organization's bottom line.

Competencies Include

- ◆ Product Advertising & Marketing
- ◆ Human Resources
- ◆ Leadership & Supervision
- ◆ Research & Analysis
- ◆ Relationship Management
- ◆ Pre- and Post-Awareness Testing
- ◆ Competitive Analysis
- ◆ Strategic Planning & Implementation
- ◆ Staff Training & Development
- ◆ Brand Awareness
- ◆ Account Budget Administration
- ◆ Bottom-line Financial Results

Professional Experience

Fritz Borg Myron, Parsippany, NJ (2000–Present)

Global provider of general and specialized health-care advertising with offices throughout Europe, Asia, North America, and South America

Vice President and Group Account Supervisor

Partner with clients including Schering Plough and Bering Products to develop strategic direction and innovative campaigns/programs that communicate strategy. Collaborate with Client, Executive Committee, Strategic Director, Account Executive, Art Director, and Copywriter in implementing advertising/marketing strategies. Interact with diverse Agency divisions, including Medical Education and Managed Care.

- Directed strategic direction for launch of Coldex, which achieved the #1 ranking among cold sore remedies in less than one year.
- Spearheaded the implementation of strategy driving Citrucel to the #1 recommended brand of fiber therapy. Currently collaborating with client to evolve positioning and launch campaign for two line extensions.
- Conceptualized and recommended strategy for calcium brands. Managed launch campaign for Tums Calcium, identifying an untapped market.
- **Recipient of Schering Plough Pyramid Award for outstanding service.**
- Led Agency team to win new business with Bering Products for Chlomin, resulting in additional new business within three months, as well as an invitation to pitch for new brands scheduled for launch in 2004.

Rumson Eastmer Gunn & Partners, New York, NY (1996–2000)

A Fifth Avenue-based advertising agency that implements brand essence to identify and sell rational attributes of a brand in an emotional manner that connects with today's consumers

Vice President of Business Development (1999–2000)

Identified new prospects and created dynamic presentations to win new business. Interacted closely with Executive Committee and members of senior management. Collaborated with PR firm to generate press for Agency.

- Played an integral role as a member of the Pitch Team in obtaining \$60 million in new business.
- Formulated and wrote responses to RFPs.

23

Combination. *Beverly and Mitchell I. Baskin, Marlboro, New Jersey*

Horizontal lines draw attention to information enclosed within them, so the three lines help the reader see the opening profile and the bulleted, two-column list of Competencies.

Page Two

RACHEL SIMMS-MALFETTI

Account Supervisor—Hasbro (1996–1998)

Directed the development and implementation of advertising campaigns for new games, Planet Hollywood, and *TV Guide*. Maintained close interactions with Hasbro and Agency to develop and implement advertising/marketing campaigns for Adult Games category featuring actress Jane Henry.

- Analyzed Jenga's brand history and stacking game category dynamics to create a platform instrumental in new-brand positioning.
- Facilitated demographic research contributory to determining and recommending best targeting opportunities for Puzz3-D, which were accepted and implemented.

Crosby Peaves & Associates, Buffalo, NY (1995–1996)

A full-service advertising agency with a client list that includes national, regional, and local accounts from virtually every sector of the business world

Account Supervisor

Created and executed advertising campaigns for Wesley-Jessen and Pharmacia & Upjohn. Interacted closely with both companies to ensure advertising and marketing success.

- Played an integral role in landing the Wesley account. Gathered information to prepare a concise market overview used to implement an in-office campaign for FreshLook colored contact lenses featuring model Christie Brinkley.
- Devised short- and long-term plans for a pharmaceutical company that included a national sampling program for pediatricians. Conducted pre- and post-awareness tests, with results revealing a significant increase in unaided awareness and recommendations.

Hewlett-Brown, New York, NY (1991–1994)

One of the world's leading integrated brand communications organizations, operating in more than 130 countries

Vice President and Account Supervisor

Promoted from Account Supervisor to Vice President and Account Supervisor in 1993. Orchestrated the overall development, servicing, and satisfaction of assigned accounts, including American Home Products, Colgate Palmolive, and L'Oreal Hair Color. Collaborated with clients to conceive and design creative ideas for research testing.

- Spearheaded efforts to increase sales of Preparation H. Conducted media-heavy up-test in local markets, as well as a print and television campaign targeting heavy usage groups, resulting in increased sales.
- Created and introduced a competitive strategy that repositioned Aspirin-Free Anacin as a lower-priced brand, successfully increasing the brand's market share within the analgesic category.
- Led innovative development and research of print and television for the introduction of Casting hair color, achieving a 10% SOM within one year.
- Authored a year-end competitive analysis instrumental in assisting L'Oreal in developing their 1993 business plans.

Smith, New York, NY (1985–1991)

One of the top 10 largest communications companies in the world

Account Executive

Achieved fast-track promotions from Staff Assistant to Assistant Account Executive to Account Executive within four years. Successfully managed accounts for Fruit of the Loom, United Mint, and The Travelers Corporation. Incorporated media plans and assisted with creative development initiatives for advertising, direct mail, and POS. Administered domestic and international budgets for Agency, international agencies, and subsidiaries.

- Formulated a market briefing and rendered strategic recommendations for the introduction of Fruit of the Loom's new infants' wear line.
- Oversaw the development of a new creative campaign designed to defend Fruit of the Loom's position against a competitor in the Ladies Daywear market share. Increased brand's SOM and experienced a greater level of growth than competitor within nine months. Witnessed an increase in unaided awareness and intent to purchase within one year.
- Served as coordinator between Client, Agency, and five international markets regarding media placement, creative development, and production control.

Education**Bachelor of Arts in Communications and Public Relations**

UNIVERSITY OF BUFFALO—Buffalo, NY—Magna Cum Laude

In the Professional Experience section, both the names of employers and the employee's positions appear in boldfacing, as well as a prestigious award for outstanding service. Italic calls attention to informative descriptions of each employer. Bullets point to notable achievements.

AMY VESTAL**Target:****Events Planner****Profile:**

Creative, detail-oriented person with planning, implementation, troubleshooting, and follow-up experience needed to orchestrate successful events. Proficient craftswoman with talent for providing finishing details that make nice presentations. Flower arranging, invitation and announcement designs, and color coordination make accessories festive, elegant, or just plain fun.

5555 55th Street
Flower, Texas 79000

avestal@aol.com

(555) 555-5555

Promotions and Value-added Projects

Increased sales by promoting Country Chic gift shop through teaching design and craft classes. Organized teas and brunches as well as acquired guest speakers on subjects such as quilting, gardening, and cooking. Planned showers from beginning to end for customers, to include invitations, decorations, food, etc.

Remodeled two-story residence to house gift shop.

Created sales brochures, advertising, crafty displays, and backdrops for unique photography studio that produced finished cut-out, stand-up photos mounted on wood.

Conceptualized and implemented plan to convert expensive laser cut-out process to a more cost-effective local operation with laser-like results.

Business Development and Revenue Growth

Restructured failing photo business, taking it from operating in the red to a profit-producing enterprise in only one year. Concentrated effort on marketing, networking, advertising, and recreating props and backdrops. Lowered overhead by researching less-expensive ways to cut out photos.

Utilized previous experience in retail sales and buying to conceive and launch gift-shop business. Used creative marketing ideas to attract customers.

Developed business savvy to keep expenses down while increasing profits. Areas of expertise include strategic planning, business proposals, budget projection and management, employee development, accounting, marketing, building a strong client base, and networking.

Additional Skills

- Able to relate at any level with people of varied beliefs and backgrounds
- Talent for building rapport and trust with clients
- Value organization and time management for efficiency and professionalism
- Use instructional communication style to relate information
- Friendly, personable, and approachable
- Focus on customer needs to ensure satisfaction
- Open to new ideas and enjoy brainstorming
- Solve problems effectively and make informed decisions

Employment History

Cosmetic Technician, Permanent Makeup, Flower, Texas	2002–2007
Substitute Teacher, Flower ISD, Flower, Texas	2000–2002
Sales Representative, ChemMate, Centerville, Texas	1999
Administrative Assistant, Northbrook Life Insurance, Ty, Texas	1998–1999
Owner, Stand-up Photography Studio, Centerville, Texas	1989–1998
Clothing Representative, Eastmart Wholesale, Ty, Texas	1989–1991
Jewelry Department Manager, Sammy's Dept. Store, Ty, Texas	1985–1986
Owner, Country Favorites, Poppy, Texas	1984–1987
Manager/Buyer/Designer, Elite Decorating, River Creek, Texas	1984
Manager, Golden Touch, River Creek, Texas	1980–1983

Education

Bachelor of Arts in Interior Design—Texas Vocational University 1989

Combination. *Edith A. Rische, Lubbock, Texas*

To de-emphasize many job changes, the writer presents a work history as just one-liners. Design elements of this unconventional resume reflect the applicant's creativity. See Cover Letter 23.

Communications

Resumes at a Glance

RESUME NO.	OCCUPATION	GOAL	PAGE
25.	Marketing Assistant	Marketing	61
26.	VP of Marketing	Creative Director	62
27.	Grant Writer	Not specified	64
28.	Public Information Officer	Web Content Manager	66
29.	Owner, Resume Service	Not specified	68

ARLENE STONE

AStone@email.com

500 West End Street #55
New York, NY 55555

Residence (212) 555-5555
Mobile (917) 555-5555

MARKETING POSITION—FASHION PUBLISHING INDUSTRY

Recent graduate with proven ability to produce results in a fast-paced environment with critical deadlines. Outgoing and articulate communicator who gets along well with public and coworkers at all levels. Works well independently as well as collaboratively in a team environment. Learns quickly and enjoys challenges. Computer skills include Microsoft Word, Excel, PowerPoint and Access. Experience includes

Writing • Research & Analysis • Media Kits • Presentations • Problem Solving & Troubleshooting.

EDUCATION

UNIVERSITY OF CALIFORNIA, Los Angeles, CA; May 2002
Bachelor of Arts in Communications; Minor in Marketing

PROFESSIONAL EXPERIENCE

STAR PUBLICATIONS—*MENS MONTHLY* MAGAZINE, New York, NY • 2002 to Present

Marketing Assistant

Relocated to New York after being accepted to position out of highly competitive applicant group from across U.S. Provide direct assistance to Advertising Director of prestigious men's magazine, gaining valuable hands-on experience. Day-to-day responsibilities vary and include the following:

- Prepare business proposals... Track competitive information... Run edit credits for various categories.
- Send out media kits to new clients, assemble presentations and manage contact card file. Collaborate with promotion department to organize databases for special events.
- Handle heavy phones, interacting directly with clients. Compose correspondence and memos, sort and distribute mail and manage complimentary subscription list.
- Track monthly expenses and coordinate travel arrangements.
- Organize weekly sales staff meetings and set up conference calls for outside offices.

MEDIA PRODUCTIONS, Hollywood, CA • Summer 2001

Production Assistant

Assisted in coordinating makeup and wardrobe for commercial and infomercial productions.

- Collaborated on identifying wardrobe theme; coordinated wardrobe selections with set decoration.

TOP SPORTS PUBLICATIONS / *FEELING GOOD* MAGAZINE, Woodland Hills, CA • Summers 1998 to 2001

Assistant / Intern

Worked closely with Editor-in-Chief, Fashion Editor, Beauty Editor, Senior Editor and Associate Editor of teen publication. Prioritized and coordinated multiple assignments, including transcriptions, research and follow-up. Contributed story ideas that resulted in publication, including the following:

- Assisted Fashion Editor at photo shoots. Contacted leading manufacturers to obtain sample merchandise; organized clothing for shoots; assisted with overall styling.
- Directly assisted in transforming and writing "Makeover" feature of magazine. Selected subjects; coordinated training with fitness instructors; arranged photo shoot; contributed to editorial staff meetings.
- Contributed ideas for retail accessories feature. Wrote captions, explaining new seasonal fashion trends.

Combination. *Vivian VanLier, Los Angeles, California*

Because the person's degree was only a year old and she graduated from a top-ranking university, education appears before professional experience. Bold italic emphasizes industry-related skills.

CARRIE M. FLAGER

507 SE 22nd Avenue
Portland, OR 55555

c_flager@yahoo.com

(000) 000-0000 Residence
(555) 555-5555 Mobile

Creative Director

Corporate Communications ■ Corporate Image Development and Protection ■ Special Events Coordination

PROFESSIONAL PROFILE

Dedicated Creative Director with 13 years of experience managing creative projects. Strong ability to think outside of the box. Recognized for discovering new and innovative ways of communicating sophisticated corporate image through top-notch presentation and development of traditions. Strong ability to set corporate image apart from average. Proven skill in developing high-impact marketing messages on meager budget. Flexible team player, fast learner, computer literate.

KEY STRENGTHS

Develop high-impact customer communications pieces
Design outstanding direct-mail campaigns
Organize well-attended special events, including conferences
Create and deliver unique presentations
Prepare sales presentations / materials for trade shows
Track and report marketing activities
Develop company literature, design brochures, prepare proposals

RECENT ACHIEVEMENTS

- **Solely responsible for corporate image** of company that grew rapidly from managing 200,000 covered lives in 1996 to well over 4 million in 2002. Current clients include **Sara Lee, Southern Baptist University, the State of Alabama, Intel, and National Car Rental.**
- Designed company image of much larger corporation than actual six-employee home-based business that it was. Through use of top-notch technology and **development of sophisticated company image, company grew rapidly from \$200,000 in revenues in 1998 to projected \$4.5 million today.**
- **Saved company \$10,000 per year** by recommending that company drop dedicated fax lines for traveling regional employees and replace them with free online faxes so that any fax they received would go directly to their inboxes, no matter where they were.
- **Built a tradition that customers have grown to recognize and look forward to:** custom holiday cards that look like pharmacy benefit industry-related newsletters. Unique design stands out from rest of corporate holiday cards and **allows company to follow vision of doing things in a different way.**
- **Created company's most successful marketing piece:** puzzle holiday gifts. Clients must solve challenging puzzle for opportunity to win significant grand prize. **Result: Company is kept in clients' minds throughout the year.**
- **Organized conference that attracted twice as many attendees as hoped for,** broke even as desired, and was **rated extremely highly by attendees.** Designed all marketing materials, logos, communications, and conference materials. Sought sponsorship funding, managed all technical aspects of the speakers' presentations, and created opening presentation.

26

Combination. *Jennifer Rydell, Portland, Oregon*

The applicant remembered little about her two earliest jobs and had too many accomplishments to fit after her most recent job on one page of the resume. The writer therefore emphasized

CARRIE M. FLAGER

Page 2

PROFESSIONAL EXPERIENCE

NADIS, INC., Portland, OR

1997–Present

Vice President of Marketing (Creative Director)

Image / Process Development: Second employee hired for this former start-up pharmacy benefit consulting company with annual revenues of \$4.4 million and 30 employees nationwide. Developed sophisticated company image despite humble beginnings working out of residential basement. Managed several departments over the years. Developed processes that streamlined company procedures. Trained new employees on proper procedures with regard to marketing materials. Created top-notch presentation that has consistently impressed much larger companies.

National Corporate Marketing: Controlled overall company image in all marketing materials in print and electronic formats, including online. Designed all marketing materials, including presentations, invitations, and brochures. Developed themes and traditions through promotional products. Managed national corporate marketing efforts at conferences and estimated ROI with such ventures. Created multimedia presentations for sales team and conferences.

Teamwork / Coordination: Coordinated with Accounting, Client Services, Sales, and Information Services departments to ensure streamlined creative / marketing image. Negotiated with multiple external vendors for printing services. Acted as mentor and leader for other office employees while maintaining position as only marketing person employed at corporate office.

SPRINT, Dallas, TX

1995–1997

Marketing Coordinator

Produced and organized requests for proposal (RFPs). Coordinated corporate sales meetings. Developed presentation materials for sales team and tradeshow kiosks. Acted as corporate liaison between clients and corporate management.

QWEST COMMUNICATIONS, Waco, TX

1993–1995

Art Director

Prepared and tracked news releases. Produced monthly newsletter, including editorial and layout. Designed corporate forms. Coordinated marketing and advertising campaigns.

EDUCATION

Bachelor of Arts in Graphic Art, Baylor University, Waco, TX, 1993

Additional Professional Development Coursework:

Adobe Illustrator 9 Levels 1 & 2, New Horizons, 2003

Adobe Photoshop 6 Levels 1 & 2, New Horizons, 2003

COMPUTER SKILLS**Hardware Platforms:**

PC

Operating Systems:

MS Windows XP, 2000, and 98

Business Productivity Software:

MS Word; MS Excel

Presentation Software:

Astound Presentation 8.0; MS PowerPoint

Graphic Software:

Adobe Illustrator, Adobe Freehand; Adobe Photoshop;

Adobe ImageReady

Web Design Software:

MS FrontPage

on page one the applicant's key strengths and accomplishments and then put her job descriptions on page two. Notice the quantification of recent achievements whenever possible. Boldfacing helps make recent achievements stand out on page one; boldfacing helps guide the reader's eyes on page two.

EILEEN ANDREWS

Accomplished teacher, trainer and administrator with extensive leadership experience and a flair for public relations and communications

SUMMARY OF QUALIFICATIONS

- Wealth of experience, including 13 years in highly visible and demanding leadership roles.
- Skilled grant writer with strong understanding of fund-raising strategies.
- Critical thinker. Able to develop compelling arguments.
- Outstanding interpersonal skills. Easily build productive, enduring relationships.
- Recognized as effective spokesperson for departmental programs and interests.
- Skilled in creatively promoting new products and programs.
- Energetic and organized. Able to effectively handle the demands of multiple projects.
- Committed to ideals of excellence.

PERTINENT SKILLS AND ACCOMPLISHMENTS

Grant Writing/Communications

- Working as a freelance grant writer, wrote effective grant proposals for organizations such as the Girl Scouts, Special Olympics, and the Los Alamos Chamber of Commerce.
- In leadership roles for local school board, wrote grant proposals to gain funding for key programs.
- Actively promoted all ancillary educational programs in the community. Represented township in the community-at-large.
- Developed the role of Director of Education, serving as liaison between the board of education and the local community.

Policy Development and Administration

- Established standards and goals and set up new policies and procedures to support them, bringing new credibility to the school system.
- Worked as liaison in helping individual groups set up consistent policies and procedures.
- As a member of the Board of Regents of financially troubled school, developed policy to ensure financial stability and initiated capital campaign.

Management

- Supervised activities of 350 employees and 500 volunteers in providing for the education of 1,600 children.
- Oversaw education budget in excess of \$5 million. Hired and trained key employees.
- Stepped in as interim principal of troubled school and orchestrated its turnaround.
- Partnered with principal of struggling school and successfully facilitated the achievement of full-term accreditation.
- Effectively coached and mentored teachers and principals, helping them to hone their skills and motivating them to reach goals.
- Provided oversight function for district school.

52 YORK ROAD • READING, NJ 11111
HOME (222) 222-2222 • FAX (333) 333-3333 • E-MAIL andrews@aol.com

Combination. *Carol A. Altomare, Three Bridges, New Jersey*

The individual wanted to get out of education and was looking for anything that her background might qualify her for. The writer put together many versions of the person's resume.

EILEEN ANDREWS

PAGE 2

Teaching and Mentoring

- Earned certificate in elementary education.
- Prepared training materials and delivered courses for students in all stages of life—children, college students, and adult learners.
- Initiated mentoring program for principals and entry-level teachers.
- Developed training and certification program for volunteer instructors.

Assessment

- Chaired 12 different visiting committees commissioned to evaluate schools and develop plans for improvement. Acted as resource to facilitate change.
- Assessed suitability of training materials for a given audience and program goal.
- Managed performance assessment of teachers and principals.

EMPLOYMENT HISTORY**Independent Contractor**

2000 to present

*Grant Writer***Los Alamos Board of Education, Los Alamos, NV**

1981 to 2000

Director of Education, 1997 to 2000

Responsible for coordinating the activities and personnel of various groups and articulating the educational goals of the Board.

- Served as liaison between schools and state and federal government, and between the Board and the community.
- Developed policy handbooks.

Superintendent of Schools, 1996 to 2000

Responsible for hiring, supervising, and evaluating principals and maintaining school standards across schools in the local district.

- Chaired committees to assess schools and recommend plans for improvements.

Principal, Los Alamos School, 1990 to 1996

- Provided direction and leadership while handling day-to-day management issues.

Classroom Teacher, 1986 to 1990

- Taught 2nd and 7th grade, as well as 5th- to 8th-grade English.

EDUCATION

Master of Education in Educational Administration, University of California, 1990

Bachelor of Science in Elementary Education, University of California, 1986

KEYWORDS: Grant writer, development officer, critical thinking, leadership, administrator, development, liaison, public relations, mentor, program developer, policies, procedures, organizational skills, effective communicator, implementation, facilitator

52 YORK ROAD • READING, NJ 11111
HOME (222) 222-2222 • FAX (333) 333-3333 • E-MAIL andrews@aol.com

This particular version was very successful in getting the applicant interviews as a grant writer/development officer. She even got an offer sight unseen from a local community college; on the basis of her resume, it was assumed that she could write. Note the use of keywords at the bottom of page two.

Elizabeth M. Singh1775 Grover Street
Baltimore, MD 21201Home: 410-837-5555
lizsingh@verizon.net

PUBLIC RELATIONS / PUBLIC INFORMATION OFFICER

- **Award-winning public health information officer with bachelor's degree in journalism.** Track record of creating, editing and coordinating health information projects, web site content, press releases and press events both independently and as a team member for more than 20 years.
- **Web content manager.** Gained reputation as expert web content writer and editor after successfully collaborating in state department website overhaul, as well as launch or rewrite of more than 25 sub-websites since 2004. Relied on by Webmaster to screen, organize and write wide breadth of content.
- **Experienced communicator and public spokesperson.** Adept at clarifying and communicating complex topics in easy-to-understand written content and charts. Senior spokesperson for large state government department, with widespread media, intra-agency and community relationships.
- **Consistently dedicated, meeting short deadlines while managing multiple projects.** Work well under pressure, formulating and/or editing written copy for high-level state government policy-makers. Serve as communications liaison between State Commissioner, outside agencies and government officials, management and staff, community organizations, MD consumers and media representatives.

AREAS OF EXCELLENCE

- | | | |
|---------------------------------|---------------------|---------------------------|
| ■ Web Content Writing & Editing | ■ Writing & Editing | ■ Public Health Education |
| ■ Copyediting & Proofreading | ■ Press Releases | ■ Risk Communications |
| ■ Media & Community Relations | ■ Press Events | ■ Project Management |

PROFESSIONAL EXPERIENCE

MARYLAND DEPT. OF HEALTH AND SENIOR SERVICES (MDDHSS), Baltimore, MD 1987–present
Oversees public health and older-adult services statewide, including regulatory oversight of health-care institutions. \$5.4 billion agency with 3,200 employees.

Public Information Officer / Senior Spokesperson & Web Content Manager

Cover diverse topics, including public health and environmental services, senior services, health-care policy and research, minority and multicultural health and health-related aspects of terrorism. Subject matter expert for community cancer concerns, disease outbreaks, anthrax/bioterrorism and West Nile virus.

- **Web Project Management.** Co-led team that revamped DHSS web site, in collaboration with Abernathy Consultants, to increase usability for consumers and showcase information, resources and links. Created online survey to query web site visitors on usage patterns, information requested and needs.
- **Web Content and Web Policy Development.** Key contributor (organizing, writing, reviewing and editing) to primary and secondary multiple-page subsections of DHSS main web site (at least 25 since 2004). Researched and developed new DHSS policy on web links.

High-visibility projects included HealthLink, Bureau of Vital Statistics, Health-in-Schools, Community Health Centers, Education Campaign on Medicare Part D Drug Coverage, Patient Safety, Medical Milestones and Cultural Competency.

- **Press Releases and Events.** Prepare press releases, briefings, confidential memos and speeches, consulting with top policy-makers, scientists, physicians and Governor's Office. Organize press events that garner national, regional and statewide coverage. Publicize wide-ranging public health issues, including anti-tobacco initiatives and first major expansion of statewide Newborn Screening Program.

Major press events for 2005: Hospital Performance Report, PAAD/Senior Gold campaign, Minority Health Month, Cardiac Surgery Report, Discount Drug Program Expansion, Bariatric report, HMO report card and Zonolite health consultations.

Combination. *Susan Guarneri, Three Lakes, Wisconsin*

This longtime state employee needed to “justify” keeping her job with an incoming administration and wanted to move from a typical public relations role to the designated Web Content

Elizabeth M. Singh

Home: 410-837-5555

lizsingh@verizon.net

Page 2 of 2

DHSS continued

- **Risk Communications.** Anticipate emerging media issues and advise Commissioner and key staff on response strategy. Collaborate with senior staff to prepare accurate responses, consistent with agency policy, to heavy volume of requests from state, national and international new organizations.
- **Health Information Project Management.** Given sole responsibility for high-visibility information projects, such as cardiac surgery report card, managed care report card and web-based report on hospital fines. Collaborate with reporters on long-term, multipart stories requiring special data runs and document requests. Associate Editor and coauthor of department accomplishments report.

MARYLAND DEPARTMENT OF EDUCATION, Baltimore, MD

1984–1987

Public Information Officer

- Spearheaded communications (press releases, press conferences/events) for Basic Skills Testing Program. Developed communications handbook adopted by school districts statewide. Authored op-ed articles and executive-level speeches, including annual budget testimony by Commissioner to Legislature.

NEWS REPORTER

1974–1984

Staff writer, reporter and broadcast writing covering education, health, courts and government affairs. Wrote for Gannett News Service, *USA Today*, *The Press* (Washington, DC) *The News Enquirer* (Norfolk, VA), *The Associated Press* (Cleveland, OH) and others. Received local news reporting awards.

EDUCATION & TRAINING**Bachelor of Arts, Journalism, University of Maryland, College Park, MD**

Graduated Phi Beta Kappa with 3.88 GPA

Internship, Washington Bureau, Knight Newspapers (bureau served *The Free Press*, *The New York Inquirer*, *Chicago Herald* and others)

Ongoing Professional Development

Terrorism Incident Reporting Structure, FEMA, Washington, DC—2006

TOBE 2005 (Top Officials Bioterrorism Exercise)—2005

MDDHSS partnered with United Kingdom, Canada, Connecticut and the U.S. Federal Government in largest bioterrorism exercise to date.

Maryland's Strategic National Stockpile Exercise—2004

Intra-agency simulation exercise regarding deployment of medications and medical equipment from the nation's stockpile to locations in Maryland.

Risk Communications, Center for Risk Management, Washington, DC—2003

Computer Skills: Windows XP, MS Office 2003 (Word, Excel, PowerPoint), Lotus Notes, Internet Research**PROFESSIONAL ASSOCIATIONS & AWARDS**

Federal Web Content Managers Forum—Member, National Public Health Education Coalition—Member

- ☑ Team Award: 2005 Gold Award for Excellence in Public Health Communications
National Public Health Education Coalition. Outsourced Information Campaigns for "Maryland's Rapid HIV-testing campaign." Key contributor to Rapid HIV testing web pages.
- ☑ Team Award: 2005 Bronze Award for Excellence in Public Health Communications
National Public Health Education Coalition. In-House, Thinking on Your Feet: Real-time Risk Communications for "Smallpox—First Case in the U.S. in 15 Years."

Manager. The writer relegated to the second page the individual's typical PR duties and previous journalism experience and put on the first page the applicant's Web management and Web content accomplishments. Boldfacing makes key phrases stand out.

CAROL A. YOUNG

3 TABBY DRIVE • FLEMINGTON, NJ 08822
OFFICE (908) 237-1883 • FAX (908) 237-2069 • CAA@WORLDCLASSRESUMES.COM

Credentialed résumé writer with a demonstrated commitment to providing superior products and top-notch service

SUMMARY OF QUALIFICATIONS

Independent, self-motivated, and conscientious professional with strong customer focus. Excellent writing skills with extensive experience developing marketing materials, customer communications, and job search documents. Able to draw on diverse experience to understand client needs and develop effective, targeted résumés.

PROFESSIONAL HIGHLIGHTS

- Opened résumé business, coordinating all aspects of start-up including creating and producing all business communications materials: brochures, business cards, flyers, and the company's Web site.
- Established proven record of accomplishment in writing winning résumés and other job search documents.
- With background that spans the fields of research, development, manufacturing, marketing, technical service, administrative customer service, career development, training and project management, successfully work with technical, administrative, and executive professionals at all levels.
- Competently draw out key information from clients to effectively market skills and abilities.
- Astute and analytical; always operate with the understanding that knowing and adapting to the audience is the key to effective communication.
- Recognized for leadership and commitment to quality improvement. Strong track record of providing outstanding customer satisfaction.

CERTIFICATION

Certified Professional Résumé Writer, Professional Association of Résumé Writers, 2001

EMPLOYMENT HISTORY

WORLD CLASS RÉSUMÉS, *Owner*, 2000 to Present

RESUME.COM, *Elite Writer*, 2000 to Present

LIBERTY LIFE, *Implementation Consultant*, Voluntary Benefits Group, 1999 to 2000

KAPLAN, *Prep Course Instructor and Tutor*, 1999 to 2001

YORK OIL CORPORATION, *Senior Research Engineer*, Fuels Marketing Support, 1995 to 1999

SPECIALTY CHEMICALS, INC., *Staff Engineer*, Petroleum Catalyst Group, 1990 to 1995

EDUCATION

STATE UNIVERSITY, Master of Education (Counseling Psychology), 1996

CITY COLLEGE, Bachelor of Science (Chemical Engineering), 1990

Combination. Carol A. Altomare, Three Bridges, New Jersey

Here is the resume writer's own resume. It is included in this Gallery to give an example of at least one professional resume writer's background. Note her degrees in science and psychology.

Customer Service

Resumes at a Glance

RESUME NO.	OCCUPATION	GOAL	PAGE
30.	Assistant Site Manager	Operations Manager	71
31.	Mary Kay Consultant	Corporate Position	72
32.	Operations Manager	Operations Manager	74

Ruben A. Rodriguez

2487 Coastal Bend Dr. Corpus Christi, TX 70376
(H) 361-878-3452 (C) 361-552-6523 e-mail: rod23@earthlink.net

RESULTS-ORIENTED OPERATIONS MANAGER

Offers progressive inbound call-center operations experience defined by an aggressive promotional career path from agent to assistant site manager within four years, with current responsibility for customer-service call-center operations, staff development and budget forecasting. Extensive experience in the areas of customer service and quality assurance.

ACHIEVEMENTS

- Manage 150 Customer Service Representatives and 22 Manager/Support Staff with an average call volume of 10,000 customer-service calls per day.
- Managing direct customer-service programs for a variety of care products for Sirius Digicom.
- Creating financial models with forecasted revenue of \$1 million per month and a year-to-date 5% budget variance.
- Achieved a gross profit of \$4 million annually (2001).

PROFESSIONAL EXPERIENCE

SYRIUS DIGICOM—Corpus Christi, Texas

February 1999—Present

Assistant Site Manager—Operations

May 2000—Present

- Manage a supervisory team in regards to workflow allocation, performance appraisals, training, development and salary recommendations.
- Coordinate the daily operational objectives of performing departmental functions in an efficient, timely manner while meeting quality performance standards.
- Resolve customer and agent challenges through proactive investigation of issues in a liaison role, partnering with other departments, including the client.
- Implement and plan new projects and procedures as a result of a continuous review of current operating methods in relation to client/customer objectives.
- Budgeting and P&L responsibility.

Fraud Prevention Manager—Administrative Operations

February 1999—May 2000

- Developed and implemented fraud-prevention policy and procedures, which resulted in the lowest charge-back percentage among all Sirius Digicom call centers (half of one percent).
- Established customer-service guidelines in the Administrative Operations Department.
- Monitored the productivity of the Outbound Sales Department.
- Trained and managed 22 Fraud Prevention agents, 16 Administrative Operation agents and 3 Outbound Sales agents.
- Managed 2 Fraud Prevention Supervisors, 2 Administrative Operation Supervisors and 1 Outbound Sales Supervisor as well as functioned as an acting assistant site manager.

VTX TELESERVICES—Austin, Texas

1996—1998

Quality Assurance Supervisor

- Developed fraud-prevention guidelines.
- Responded to all charge-back issues.
- Managed customer complaint issues.
- Trained agents on quality assurance procedures.
- Supervised the call center on demand.

EDUCATION

Bachelor of Arts/Psychology
UNIVERSITY OF TEXAS—Austin, Texas

1993—1996

Combination. *MeLisa Rogers, Scroggins, Texas*

The writer wanted to call attention to the applicant's achievements so that he could move to the next step of his career as a Call Center Site Manager. Note the lines, the box, and the shading.

ANNETTE M. STYLES

5555 Cox Road • Okemos, Michigan 55555
 (555) 555-5555 • Cellular (555) 555-5555 • astyles@email.usa

PROFILE

Talented and resourceful individual offering a unique blend of cross-functional skills resulting from more than 10 years of active community involvement and providing excellent customer service to accommodate needs of home-based businesses. Self-starter who shows initiative and can conduct business in a professional manner. Highly proficient at building sound business relationships, determining customer needs. Possess good customer relations skills, presenting a positive company image.

- Strong interpersonal, listening, and rapport-building skills, with aptitude to effectively communicate with customers, coworkers, business associates, and management, maintaining a positive working environment.
- Experienced in general office business practices, answering customer inquiries, addressing problems, and maintaining confidentiality. Receptive to and supportive of team efforts to ensure customer satisfaction.
- Proven ability to plan, organize, and manage fund-raising activities as well as work hand-in-hand with business owners, patrons, and the general public. To date, have successfully raised \$180K+ and donated funds to three renowned cancer institutes.
- Demonstrated ability to work well under stressful conditions while maintaining a sense of humor to see projects through to completion, skillfully combining wit and perseverance in time of crisis.
- Welcome new challenges, accept responsibility, enjoy working with people, value camaraderie, and benefit from a strong network of friends and colleagues.

EMPLOYMENT SUMMARY

MARY KAY COSMETICS, Okemos, Michigan, **1995–Present**

Consultant

Sales associate for this major cosmetic line company. Conduct one-on-one client consultations to identify skin care needs and answer questions regarding product line. Perform facials and makeovers as well as conduct open houses and Mary Kay parties upon request. Organize and manage client records.

XYZ TRANSPORTATION, Okemos, Michigan, **1985–1987; 1993–1994**
 (Trucking Company)

Customer Service Representative

Answered and directed incoming calls, responded to customer inquiries, managed customer and company files, and maintained high level of customer care and cooperative attitude, providing friendly service. Operated and maintained standard office equipment.

ABC GROUP, Richmond, Indiana, **1987–1992**
 (Distribution Manufacturing Company)

Inside Sales Representative

31

Combination. *Maria E. Hebda, Trenton, Michigan*

This individual didn't have a resume and wanted to return to the corporate world after being a Mary Kay Consultant and raising her children for the past 10 years. The writer emphasized the

ANNETTE M. STYLES

(555) 555-5555 • Cellular (555) 555-5555 • astyles@email.usa

Page 2**PROFESSIONAL AFFILIATIONS / COMMUNITY VOLUNTEER SERVICES****SMYTH ANNUAL GOLF TOURNAMENT****Cofounder, 1987–Present**

With team assistance, successfully plan, organize, and oversee all facets of tournament to raise funds to support the ABC Cancer Institute in memory of sibling. Develop and distribute event flyers, register and collect fees from 40–45 foursomes, solicit door prizes and food and beverage donations, and manage golf site setup/cleanup. Coordinate dinner event following completion of play, take event photos, and award trophies to winning players. Obtain and file required licenses and financial reports accordingly.

- Past fund-raisers and donations awarded to the Cure Cancer Institute and the Treat Cancer Society.

XYZ AMERICAN CLUB, Okemos, Michigan, 1994–Present**Elected Board Member, 2003–Present****Member, 1994–2002**

- Founded in 1994. Play an active role in the annual XYZ Festival to raise and donate funds for various charities and organizations, including the Scholarships for Children Association, which sponsors children from other countries to stay with an American family for six weeks. Since 1996, the XYZ American Club has presented 24 college scholarships totaling more than \$18K.
- Support efforts in constructing the XYZ American float, march in local parades, and serve as a sponsor in special events held year-round.

LOCAL ELEMENTARY SCHOOL, Okemos, Michigan, 1998–2006**Classroom Volunteer**

Assist teacher with organizing special class projects and help facilitate group/individual activities and routine class events, as well as class field trips. Interact positively with children, participate in student circle time, and enjoy helping children identify their individual strengths and ability to learn while having fun.

COMMUNITY INVOLVEMENT**WOMEN OF HOPE & FAITH, Okemos, Michigan, 1994–1996****Chapter Member**

Assisted with fund-raising to support churches, seminaries, Catholic missions, schools, scholarships, and diverse charitable causes.

Contributed to the common good of humanity, strived for the development of all that was best and truest in womanhood, and emerged in our communities as positive influences to uphold the high ideal of life and morals.

EDUCATION

Local College of Business, Okemos, Michigan
General Office Administration Course Work

applicant's positive communication skills, cross-functional talents, and transferable skills that would qualify her as an excellent candidate for a customer-service position. An extensive Profile Summary with detailed bulleted items describes her suitability for corporate work.

DAVID DELGADO

752 Oakwood, Unit 6, Houston, Texas 77039 phone: 713-685-4527 e-mail: dda5563@attbi.net pager: 887-524-8853

Bilingual Call Center Operations Manager offers extensive experience in a 24 / 7 inbound customer-service call-center operation with 100% management responsibilities of staff development / retention, budget forecasting, customer service, client management, quality assurance, product training, and performance management.

Professional Achievements

- Achieved a **\$4 million** annual gross profit for 2001.
- Demonstrated keen ability to successfully manage and lead 150 Customer Service Representatives and 22 Manager / Support Staff to handle 10,000 calls per day while **exceeding client quality standards**.
- Orchestrated successful customer-service programs for **multiple TSS products**.
- Created financial models with forecasted revenues of \$1 million per month and a year-to-date **5% budget variance**.
- Developed and implemented **fraud-prevention procedures** resulting in the lowest charge-back percentage among all TSS call centers of **.5%**.
- **Improved agent retention by 47%**.
- Spearheaded the development of interdepartmental communication avenues for the enhancement of **organizational performance**.
- Implemented client interfacing programs, resulting in increased **responsiveness to customer demands**.

Professional Profile

Business Results—financial forecasting, planning and budget adherence, strategy analysis for continuous improvement.

Operational Success—organizational policies / procedures, quality improvement programs, achieve performance management targets.

Resource Management—capacity management, telecom requirements, facilities management, staffing forecasting, workflow allocation.

Environmental Control—maintain a safe, productive environment for associates, consisting of fair and equitable relations.

Client communications—nurture client relationships while uncovering opportunities for additional client support.

Training and Development—improvement of product training and delivery through internal and external client / customer surveys.

Professional Call Center Experience

Triumph Satellite Systems, Inc. **Houston, Texas** **1999–Present**
 Operations Manager, 2002–present
 Assistant Site Manager / Operations, 2000–2002
 Fraud Prevention Manager / Administrative Operations, 1999–2000

Amicom Teleservices **Phoenix, Arizona** **1996–1999**
 Quality Assurance Supervisor

Education

Bachelor of Arts/Psychology, University of Arizona, 1996
 National Honor Societies: Golden Key and Psi Chi.

32

Combination. *MeLisa Rogers, Scroggins, Texas*

Compare this resume with Resume 30. The writer altered information to protect the candidate's privacy and took the data in two different directions. Resumes 30 and 32 present the same information two different ways.

Design/Architecture

Resumes at a Glance

RESUME NO.	OCCUPATION	GOAL	PAGE
33.	Supervisor	Not specified	77
34.	Educational Coordinator	Design Artist/Production Assistant	78
35.	Architect	Architect/Project Manager	80

Alexander Parker

89 Toronto Drive • Mendham, NJ 07945 • 973.648.9604 • aparker@monmouth.com

GRAPHIC DESIGNER / DIGITAL PHOTO RETOUCHER / WEB DESIGNER

Creative professional with a proven track record of successful projects from initial concept through completion. High-energy, results-oriented leader recognized for innovative tactics and strategies. Reputation among peers for finding the most efficient way to facilitate a project or process without sacrificing quality. Possess strong problem-solving skills and an ability to manage time-sensitive projects.

Combine passion for aesthetics with commitment to contributing to an organization's bottom line. Excellent communications and interpersonal skills. Talent for writing and designing technical manuals and training programs. Comfortable working in Mac or Windows environments.

Areas of Expertise:

- Digital Graphic Design
- Brochure Design
- Web Design
- Project Management
- Multimedia Production
- Customer & Vendor Relations
- E-Commerce
- Digital Photography

Software Proficiencies:

- Photoshop CS
- QuarkXPress
- CorelDRAW
- Novell (Netware)
- Illustrator CS
- Final Cut Pro
- Adobe GoLive CS
- Windows NT, XP, OSX

Professional Accomplishments

HANIFI DEVICES, INC., Fair Lawn, NJ (1971–2006)

The eighth-largest manufacturer of electronic pressure and vibration sensors for industrial and defense applications, with facilities in the U.S., UK, France, Germany, and Italy.

Supervisor

- Assigned creative control of the design and layout of numerous single-page and multipage publications and corporate identity packages.
- Created eye-catching logos, product brochures, flyers, mailers, trade magazine ads, and other promotional media.
- Photographed products, company employees, customers, and models for use in advertising and promotional materials.
- Balanced imagination with solid technical skills to create web pages using digital software to optimize all visual images to enhance the effectiveness of the company's web site.
- Designed all training manuals and managed the training programs for new employees.
- Managed each project from start to finish, on time and within budget.
- Started with Hanifi as its third employee. Consistently given increasing responsibilities as process improvement suggestions increased efficiency and generated higher profits.
- **Presented with the company's first Process Improvement Award.**
- Streamlined product assembly operation into an efficient production-line process with fewer defects and a more attractive appearance.

Member of the Professional Photographers of America

Combination. *Beverley and Mitchell I. Baskin, Marlboro, New Jersey*

After a profile, two side headings—Areas of Expertise and Software Proficiencies—introduce other qualifications. Note that work experience is titled Professional Accomplishments.

Teri Boyd

32 Parons Court
Oakland, NJ 07445

(555) 123-5459 (C)
(201) 123-7689 (H)
Teri@boyd.com

DESIGN ARTIST/PRODUCTION ASSISTANT

“Producing creative design solutions for the future”

PROFILE: Talented, resourceful artistic visionary who is skilled in translating abstract concepts into practical solutions using computer graphics and artistic design. Strong background in graphic and presentation design. Portfolio at www.teriboyd.com. Adept at planning and organizing events and exhibitions. Superb communication skills.

Computer Expertise

- Adobe Photoshop 6 & 7, Adobe Illustrator 9 & 10, Microsoft PowerPoint and Word, FileMaker Pro 5.0, QuarkXPress 4.1 & 5, Macromedia Dreamweaver 4.0, Macromedia Flash 5.0, Painter 7.0

KEY QUALIFICATIONS**Design/Artistic Skills**

- Detail-oriented graphic artist with exceptional creative and follow-through abilities.
- Able to effectively analyze and communicate creative ideas with clients.
- Landed major account by designing on-the-spot solution after 20-minute discussion with client.
- Innovative weave textile designer. Created unique technical solution for woven fabric project that resulted in significant production cost reduction.
- Experienced graphic designer and Web designer.
- Accomplished artist and draftsman with paintings exhibited in 7 New York metro-area art exhibitions.

Organization/Production Skills

- Co-organized and presented 7 painting exhibitions that featured personal paintings and other painters.
- Coordinated and administered training program for computer and software sales and training company. Supervised multiple classrooms and oversaw activities of 4 freelance trainers. Designed and developed curriculum.
- Created graphics for marketing department using Photoshop, Illustrator, Quark, and MS Office products.
- Developed and wrote a 50-page business plan for opening a small studio to display and sell paintings.
- Created and implemented an efficient filing system for organizing and storing software and educational material.
- Produced spatial and construction solutions for store product displays.

Communication/Teaching Skills

- Received Rotary Club Scholarship based on communication skills.
- Certified Technical Trainer (CTT), Adobe Certified Expert (ACE) Illustrator 9.0, Adobe Certified Expert (ACE) Photoshop 6.0.
- Adjunct Professor at 4 different colleges teaching Drawing 1, 2D Design, and Art Appreciation.

Education

- MFA in Fine Arts, SUNY, Buffalo, NY, 5/02
- BA in Fine Arts, Syracuse University, Syracuse, NY, 5/96

Combination. *Igor Shpudejko, Mahwah, New Jersey*

This applicant had done many things but not in the field she wanted to get into: production design. To de-emphasize her many short-term jobs, the writer focused instead on her skills and

Teri Boyd

Page 2

EXPERIENCE SUMMARY

MAYWOOD COMPUTERS

Maywood, NJ

Educational Coordinator

2/01–3/06

Computer and software sales and training company. Taught desktop publishing classes consisting of 1–8 students for client companies. Supervised multiple classrooms and oversaw activities of 4 freelance trainers. Designed and developed curriculum.

WPF ASSOCIATES

Hackensack, NJ

Graphic Designer

8/00–1/01

Corporate presentation digital production studio. Developed MS PowerPoint and Adobe Photoshop and Illustrator designs for various types of presentations. Landed major account after designing graphic on the spot after short conversation with client.

JONES DESIGN STUDIO

Waldwick, NJ

Graphic Designer/Web Designer

1/00–8/00

Print and Web site production company. Prepared graphic designs for print and Web site using Dreamweaver, Photoshop, and Illustrator.

INGIS CORP.

Oakland, NJ

Weave Designer

2/98–1/00

Textile and design company. Analyzed textiles for redesigning to save manufacturing costs. Identified and corrected major technical flaw in one of the designs.

THE ARTWARE STORE

Mystic, CT

Store Manager

6/96–2/98

Ran art-supply store. Provided display solutions.

NORLELLEN STOKLEY INTERIORS

Ridgewood, NJ

Mural Artist

12/95–5/96

Produced murals, faux finishes, color compositions, and interior design surfaces.

Teaching Experience

Adjunct Professor, Drawing 1 and 2D Design Courses, Fall 99, Rockland Community College, Suffern, NY

Adjunct Professor, Art Appreciation and 2D Design, Fall 98, Bergen Community College, Paramus, NJ

Adjunct Professor, Art Appreciation, Fall 98, 99, Rockland Community College, Suffern, NY

Adjunct Professor, Drawing 1 and 2D Design, Spring 98, Purchase College, SUNY, Purchase, NY

Fine Art Exhibitions

Gallery of South Newark, Group Show, South Newark, NJ, Winter 01

Dactyl Foundation for the Arts & Humanities, Group Show, Soho, NY, Summer 00

Dactyl Foundation for the Arts & Humanities, Group Show, Soho, NY, Winter 98

SUNY Purchase Gallery, One-Woman Show, Purchase, NY, Spring 98

Paterson Museum, One-Woman Show, Paterson, NJ, Spring 97

Lena DiGangi Gallery, One-Woman Show, Totowa, NJ, Spring 96

Lena DiGangi Gallery, Group Show, Totowa, NJ, Winter 95

Bengert-Macrae Gallery, Group Show, Wyckoff, NJ, Spring 94

Catskill Art Society, One-Woman Show, Hurleyville, NY, Spring 92

put them on the first page. The applicant's key qualifications are grouped under three kinds of skills indicated in side headings. Boldfacing on the second page helps the reader see job positions and the art galleries where the applicant had exhibited fine art.

LINDA A. BUILDER

Licensed Architect

1227 Oak Avenue
Lantern, Texas 77391331 271-9952
facsimile: 331 271-9953

ARCHITECT / PROJECT MANAGER with experience in the planning, design, and construction of diverse project renovations (major and minor) and architecture projects such as institutional, recreational, and health care facilities. Extensive background in **urbanism** and all infrastructure directing all project phases, from design through completion of construction, coordinating the efforts of contractors; architectural, engineering, and landscaping consultants; and government agencies. Excellent technical qualifications complement an **innate sense of creativity** in the design of aesthetically attractive, architecturally strong, and utilitarian space. Highly organized and proficient in AutoCAD. Meticulous, detail-oriented, perfectionist; work well under pressure.

AREAS OF PROFICIENCY

Experienced in all phases of design from program definition through working drawing; expertise in

- Construction estimating, cost analysis, feasibility studies, and project budgeting;
 - Negotiation and contract administration;
 - Inspection and supervision of construction.
- Solid design and construction experience in commercial projects, including landscaping, office buildings, schools, churches, hotels, and restaurants.
- Established a **regional reputation** for excellence and developed a loyal following. Highly successful for project profitability and investor ROI.
- Strong **management skills**, including personnel and project scheduling, employee and subcontractor supervision, budgeting and finance, problem solving, client relations, and quality control.
- Seasoned **sales and marketing skills**. Demonstrated ability to gain trust and confidence of prospects. Personable and highly ethical.
- Proven **communications ability** that is straightforward, honest, and articulate, yet tactful and diplomatic. Sincere sensitivity to unique needs and aspirations of all segments of a community. Active listening and consultation skills with talent for respecting and responding to divergent opinions and interests. Strength in blending idealism with political reality, and devising new methods to improve procedural and system efficiency.
- Computer literate: Microsoft PowerPoint, Adobe PageMaker, CorelDRAW, Harvard Graphics.
- Fully bilingual: Spanish and English.

CAREER HIGHLIGHTS**ARCHITECT**

Planin Consultores, S.A., Caracas, Venezuela

- 2006 Designed, drafted, and supervised the building project for the new Emergency area for Adults and Pediatrics at the Hospital Clinico de Caracas.
- 2004 Remodeled living quarters on the second floor of the Caracas Hospital (4 models).

Combination. *Myriam-Rose Kohn, Valencia, California*

Contact information is presented in a balanced format and is separated from the rest of the resume by a double line. The first paragraph is a profile of the applicant. Boldfacing enhances

LINDA A. BUILDER

Page 2

- 2003 Designed individual family units for private owner. Participated in all project phases from initial client contact and presentation through conceptual design; production of contract documents; interface with engineers and outside planning consultants; and development of interiors, finishes, and specifications.
- 2003 Key member of design team responsible for the renovation of the Adult Emergency area at the Public (County) Hospital in Caracas (Hospital Universitario de Caracas). While work was in progress, intervened and adjusted the specifications to improve production.

ARCHITECT

G.P. Arquitectura, S.A., Valencia, Venezuela

- 2005 Assigned as architect in charge for the Main Control Room project at the Energia Eléctrica (Electrical Energy) of Venezuela (ENELVEN / CAUJARITO), approximately 1000 mt².
- 2003 Designed and drafted the remodeling of the main offices at the Investment Bank of Welles Orvitz. Served as director of field operations. Reviewed project specifications, researched previous designs, and prepared designs for customer presentation and approval. Maintained in-house library of design materials and references.

ARCHITECT

Faculty of Architecture, University of Apure, Cabimas, Venezuela

- 1999–2002 Supervising Architect on several relocation projects, among which were the communities of *El Hornito* (252 acres, \$300 million budget, 325 houses from 7 different models, church, elementary school, community center, clinic, and fishing processing center) and *Villa Hermosa*.

Reviewed development proposals for adherence to county zoning and other ordinances, and aesthetically based design guidelines. Dealt with

- | | |
|-------------------------------------|-----------------------------|
| - zoning administration | - community development |
| - site plan review and approval | - stormwater drainage |
| - subdivision regulation | - surface hydrology |
| - wastewater distribution | - parking lot design |
| - design ordinance administration | - environmental impact |
| - economic development | - public relations |
| - historic preservation | - urban redevelopment |
| - environmental impact and planning | - administrative management |
| - policy analysis | |

Directed and facilitated the design and construction of new development projects and improvements to transportation facilities, streets, sidewalks, and utility systems. Coordinated/supervised an interdisciplinary team of professional consultants and construction inspectors to meet individual project time and cost objectives. Analyzed impediments to project goals; quickly identified and implemented solutions.

Prepared graphic files for inspection and critical path schedules; analyzed construction schedules from contractors. Monitored project construction daily and represented the interests of client at progress meetings. Prepared design revisions when required by unknown field conditions. Analyzed requirements of plans and specifications to deny or justify claims by contractors for extra work. Facilitated public involvement in planning decisions by communicating merits of project(s), which in turn promoted community good will and continued support. Explained or modified construction activity to respond to public concern. Assisted with final project designs and construction drawings.

information of interest to the prospective employer. Boldfacing also highlights certain skills in the Areas of Proficiency section. The value of the applicant's bilingualism becomes evident in the Career Highlights section. Here and in the Education section, we may infer that Spanish is her native language and English her

LINDA A. BUILDER

Page 3

LANDSCAPE ARCHITECT

Faculty of Architecture / Agronomy, University of Apure, Cabimas, Venezuela

- 2000 Collaborated with horticulturist Carmen Avila (partner in El Guacamayo Company) on the design and development of the exterior landscaping at *La Cabana Hotel* (Aruba, Antilles). Ensured *El Guacamayo Garden* was executed in accordance with client specifications.

PATENTS AND PUBLICATIONS

Faculty of Architecture
Research Institute I.F.A., University of Apure, Cabimas, Venezuela

In collaboration with Carlos Fidere, Dean, School of Architecture:

- Authored and published **Informe Final**, Relocation Project of the community of *El Hornito*. Presented material in Barcelona, Spain (1996).
- Authored, designed, and published **Memoria Descriptiva**, Relocation Project of the community of *El Hornito*, which became permanent reference in the library at the Faculty of Architecture.

EDUCATION

Diploma, **Architect**, University of Apure, Cabimas, Venezuela.

Completed highest level of English courses at Santa Fe University, Santa Fe, NM
Introductory computer and English courses, University of Apure, Cabimas, Venezuela
Courses in Excel for Windows, Beginning and Advanced AutoCAD.

second language. As you read the Career Highlights section, you learn quickly that an architect's activities are essentially achievements because of the creative nature of those activities. The variety of projects and the section on Patents and Publications are impressive.

Education/Training

Resumes at a Glance

RESUME NUMBER	OCCUPATION	GOAL	PAGE
36.	Pre-Kindergarten Teacher	Not specified	85
37.	Student Teacher	Not specified	86
38.	Substitute Teacher	Not specified	87
39.	Substitute Teacher	K–8 Elementary School Teacher	88
40.	Substitute Teacher	Not specified	89
41.	Pre-Kindergarten Teacher	Not specified	90
42.	Kindergarten Teacher	Elementary Education Teacher	91
43.	Kindergarten Instructor	Not specified	92
44.	Elementary Teacher	Elementary School Teacher	94
45.	Elementary Teacher	Not specified	96
46.	Elementary Teacher	Not specified	98
47.	Student Teacher	Special Education Teacher	100
48.	Part-time Spanish Instructor	Full-time Teaching Position	101
49.	Student Teacher	Full-time Teaching Position	102
50.	Student Teacher	Special Education Teacher	104
51.	Customer Service Associate	Secondary Ed. Instructor/Coach	105
52.	School Teacher	History Teacher	106
53.	Student Teacher	History Teacher	108
54.	Math Teacher	Full-time Teaching Position	110
55.	Pre-Kindergarten Teacher	Full-time Teaching Position	112
56.	Visual Arts Teacher	Visual Arts Teacher	114
57.	Student Teacher	High School Teacher/Coach	117
58.	Principal Intern/Math Specialist	Instructional Administrator	118
59.	Turnkey Trainer	Early Childhood Specialist	120
60.	Adjunct Instructor	Psychology Professional	122
61.	Recent Graduate	Full-time Teaching Position	124

(continued)

(continued)

62.	Peer Education Teacher	Psychology Teacher	126
63.	Training and Documentation	Corporate Trainer Specialist	128
64.	Math Teacher/Cheerleading Sponsor	Corporate Trainer	130
65.	Personal Trainer	Personal Training	132
66.	Co-Director of Education	Not specified	134
67.	Adjunct Instructor	Historical Researcher	136
68.	Principal, Middle School	Principal, New Middle School	138
69.	Graduate School Supervisor	Not specified	140



**AMANTHA
McLAUGHLIN**

Pre-kindergarten Teacher

454 Swordfish Drive • Brentwood, NY 55555 • (555) 555-0000 • no1teacher@planet.edu

"Did you hear the good news? Samantha McLaughlin wants to teach on Long Island!"

CERTIFICATION

New York State Permanent Certification in Elementary Education, K-6
New York City Permanent Certification in Early Childhood Education, Pre-K-6

EDUCATION

Master of Science, Elementary Education
LONG ISLAND UNIVERSITY AT C.W. POST, Brentwood, NY

Bachelor of Arts, Elementary Education
ENGLEWOOD COLLEGE, Englewood, NY

TEACHING EXPERIENCE

1997-present

Pre-kindergarten

9/99-present

First Grade

1998-1999

Kindergarten

1997-1998

PRE-KINDERGARTEN TEACHER

John Kennedy Elementary School, P.S. 18, Jamaica, NY

- Manage a structured, stimulating classroom with responsibility in all areas of teaching, assessment, behavior modification, and coordination of academic and social activities.
- Create a fun, warm, and exciting atmosphere where children play and learn while strengthening skills in areas of fine/gross motor development, math, reading, and writing readiness, and acclimate to daily routines and the school environment.
- Plan, develop, and institute educational activities that promote quality teaching in accordance with New York State teaching standards and Bloom's Taxonomy.

Thematic Units/Differentiated Lessons

Jungle Habitat, Farm Animals, Growth of a Seed, Shapes & Colors, Dental Hygiene, Martin Luther King, Self-expression, The Four Seasons, and Ocean Life

Employ an integrated approach towards teaching, utilizing the following methods:

<i>Charts/Diagrams</i>	<i>Learning Centers</i>	<i>Poetry/Reading</i>	<i>Compare/Contrast</i>
<i>Writing/Big Books</i>	<i>Cooperative Learning</i>	<i>Story Mapping</i>	<i>Five Senses</i>
<i>Sentence Strips</i>	<i>Group Discussions</i>	<i>Brainstorming</i>	<i>Bulletin Boards</i>
<i>Sight Vocabulary</i>	<i>Games/Puzzles</i>	<i>Role Playing</i>	<i>Cooking Projects</i>

- Proactively communicate with parents to acknowledge superior work and areas of concern through discussion, newsletters, progress reports, telephone calls, home visits; and encourage parent involvement/volunteer assistance throughout the school year.
- Collaborate weekly with musicians to provide children with basic music appreciation through exposure to a diverse range of musical instruments and lyrics.
- Successfully use enrichment activities and behavior-modification techniques as a motivator for completing projects, following rules, and maintaining classroom conduct.
- Encourage group participation, and develop students' character exercising a strong respect for self, others, the community, and diversity.
- Recognized as the only teacher to attend PTA meetings in three years, attend Parent-Teacher Conferences, and coordinate Meet the Teacher Night and monthly field trips.

1993-1997

PRE-KINDERGARTEN TEACHER

St. Agnes Head Start, Bay Shore, NY

1992-1993

PRE-KINDERGARTEN TEACHER

Lutheran Elementary School, Massapequa, NY

1979-1992

PRE-KINDERGARTEN TEACHER

Hauppauge Freedom Day Care Center, Hauppauge, NY

36

Combination. Ann Baehr, East Islip, New York

The writer made the resume fun for a teacher who was changing districts. She displayed a catchy statement at the top and used a custom logo for the name. Note the strong teaching experience.

Sheilah J. Curtis

email@email.net

21 Grove Place
Ridge Township, MA 00000Phone: (555) 555-5555
Alternative: (555) 555-5555*Lesson Planning / Student Evaluation / MCAS Preparation / Program Development & Implementation***EDUCATION / CERTIFICATION**

Michigan State College, Township, MI

Bachelor of Science, Education, 2003**Majors: Elementary Education / Natural Science & Mathematics****Elementary Teaching Certification Grades 1–6***Alpha Phi Chapter of Alpha Upsilon Alpha, the honor society of the International Reading Association**Tri Beta Life Sciences Honor Society**Who's Who Among Students in American Colleges and Universities, 2003***QUALIFICATIONS**

- Plan and develop daily lessons for up to 24 students in multicultural classrooms.
- Interact with mainstream special education students.
- Develop and implement learning units to integrate unique learning models.
- Championed innovative program-development project “**Words on Vacation**,” a communication skills-based strategy utilized to prepare students for MCAS testing.
- Expand learning styles, IEPs, and educational plans through design and development of hands-on, inquiry-based techniques.
- Establish and demonstrate interdisciplinary thematic units on subjects including biodiversity, biographies, and rocks and minerals.
- Actively participate in parent conferences, student evaluations, core meetings, and grade and departmental team meetings.

STUDENT TEACHING EXPERIENCE

Potter Road Elementary School , Framingham, MA Grade 4 Classroom	2/04–Present
Longfellow School , Cambridge, MA Grade 6 Classroom	9/03–12/03
Johnson Elementary School , Natick, MA Grade 1 Classroom	5/02–12/02
Hemenway Elementary School , Framingham, MA Grade 4 Classroom	12/98–4/02

PROFESSIONAL MEMBERSHIPSInternational Reading Association
Massachusetts Marine Educators Association
Massachusetts Reading Association**Professional Portfolio Available****37****Combination.** *Rosemarie Ginsberg, Altamonte Springs, Florida*

This recent college graduate was entering the field of education. Education/Certification, honors, and Qualifications are put at the top. Only student teaching experience is put lower on the page.

Cheryl M. Stayton

732 Riverside Blvd., Beaumont, Texas 77403 703-584-5483 or 703-735-5425 cmstay1@aol.com

Enthusiastic new graduate with a Bachelor of Science degree in Sociology / Psychology brings a mature and solid background of organizational and analytical skills to the job market.

Excellent Customer Service
Excellent Communications Skills
Multi-task Oriented
Exceptional Organizational Ability

Highly Efficient
Dependable / Reliable / Flexible
Project Focused
Results Oriented

EDUCATION

Bachelor of Science—Sociology/Psychology

Baylor University—2002

ACHIEVEMENTS

- ***Awarded the highly recognized status of Order of Omega Honor Society*** as a result of achieving a 3.0 GPA as a student at Baylor University.
- ***Committee Coordinator of the Juvenile Autism Foundation*** 5K-walk fund-raiser and serve the organization as an active contributor.
- ***Managed a statistical research project*** with a focus on the analysis of social effects of individual behavior as it relates to certain factors affecting their likelihood to be concerned with health-related issues in today's society.
- ***Managed 100% of college career*** through occupational research, course selection, and financial management through part-time employment.

EMPLOYMENT EXPERIENCE

Beaumont Independent School District—Beaumont, Texas

August 2002—present

Substitute Teacher—Grades K-5

- Manage classroom activities.
- Provide substitute teaching services with minimal disruption to daily curriculum.
- Implement creative activities to ensure assigned learning goals are met.

Comfort Day Spa—Waco, Texas

January 2002—July 2002

Administrative Assistant

- Managed and directed telecommunications and personally handled visitors to the spa.
- Managed and completed clerical tasks such as filing, reporting, data entry, and document processing.
- Administered customer service for both internal and external customers.

MAXCO, Inc.—Waco, Texas

May 2001—December 2001

Receptionist

- Managed and directed telecommunications, visitors, and vendors of the company.
- Administered customer service for both internal and external customers.

PROFESSIONAL ORGANIZATIONS AND TRAINING

Memberships in the following affiliations:

- Order of Omega Honor Society
- Pre-law Society
- Sociology Club

Proficient in MS Excel, MS Word, Keyboarding, Medical Terminology, and general office equipment.

Combination. *MeLisa Rogers, Scroggins, Texas*

The applicant wanted to work in the city where she graduated so that she could work on her graduate degree. The writer pitched the resume to general as well as professional positions.

AMANDA L. O'BRIEN

3397 Ashland Road, Broomfield, CO 80044
 (555) 555-5555 ♦ aobrien_azy334@maillink.net

K-8 Elementary-School Teacher
Classroom Experience ★ BA Degree

HIGHLIGHTS OF QUALIFICATIONS

- ★ Recent classroom-education experience (K-8) for the Denver Public School District.
- ★ Several strong letters of recommendation.
- ★ BA degree in Psychology.
- ★ Proven motivator. Favored by students, colleagues, and parents.
- ★ Trustworthy and reliable. Accustomed to the responsibility of 1000s of lives daily.
- ★ Fun and outgoing personality. Enjoys reaching out to children and making an impact.
- ★ Athletic. Coached a girls' basketball team for two years.
- ★ Computer skills include Windows, Microsoft Word, and Internet.

EDUCATION

Bachelor of Arts Degree—Psychology, 2001
 Colorado State University, Fort Collins, CO

Key Courses:

Teaching the Special Child	Developmental Psychology
Educational Psychology	Adolescent Psychology

WORK EXPERIENCE

DENVER PUBLIC SCHOOL DISTRICT, Denver, CO **2002-2007**

Substitute Teacher—Davidson Elementary

Full-time classroom teacher for students in grades 1-3, and Learning Disability (LD) students in grades 4-6. Enjoyed teaching a second-grade classroom for two weeks.

- ★ Reversed scores on Language Arts test from failing to 83% average.
- ★ Instructed LD students in math and reading.
- ★ Divided students into small, focused groups of six or fewer students.

UNITED AIRLINES, Denver, CO **1990-2001**

Flight Attendant
Customer Service Agent

- ★ Obtained annual CPR certification and FAA-security clearance. Trained flight attendants.
- ★ Calmed in-flight crises and situations; remained the "go-to" problem solver for emergency issues, including heart attacks. Served as PR spokesperson on Frontier Airlines flights.

VOLUNTEER**Girls' Basketball Coach**

Pike's Peak Academy, 1999-2000
 Coached and mentored 7th- and 8th-grade girls.

Combination. *Matt Thompson, Seattle, Washington*

Evident energy and enthusiasm helped this candidate land a kindergarten teaching position. Phrases in the Highlights of Qualifications were chosen to avoid clichés such as "works well with people."

"Mr. Johnson is an excellent role model for students and they do enjoy his classes. He has excellent people skills and his prior background as a manager of people for a food store has helped sharpen his people skills. Your school will be obtaining an excellent instructor who has unlimited potential for the field of teaching."

Joan White,
Interim Principal
La Crosse East
Middle School

"Mr. Dave Johnson has taught in the area of physical education [and] demonstrated a knowledge and sincere desire [for] working with students at this level. They respect him even though the position of substitute teacher can be rather difficult. [He] has demonstrated an ability to effectively carry out lesson plans and handle discipline, in whatever unit he has been asked to instruct, with professional assurance."

Bill M. Wolfe
P.E. Dept. Chair
La Crosse East
Middle School

DAVID E. JOHNSON

2345 Mountainview Court
La Crosse, Wisconsin 55555
Home: (608) 652-9090 / Office (608) 383-5252

PROFILE

Dynamic and results-oriented teaching professional with superior interpersonal communication skills and 12+ years of experience in training, coaching, and motivating. Demonstrated capabilities in the following areas:

- Classroom Management
- Curriculum Development
- Parental Participation
- Instructional Materials
- Special Events Management
- Consultative & Group Instruction

TEACHING EXPERIENCE

LA CROSSE SCHOOL DISTRICT—WISCONSIN 1999 to Pres.
Substitute Teacher (Grades 1–8)

Taught a varied curriculum at 8 elementary schools within the district. Specifically requested by faculty to fill in and remembered by students for interesting and creative teaching methods. Experience in team teaching and adapting curriculum for special-needs students.

LA CROSSE EAST HIGH SCHOOL—WISCONSIN 1985 to 1986
Substitute Teacher & Asst. Coach (Grades 9–12)

Taught in all classrooms and served as Assistant Cross-Country and Track Coach for Varsity and JV teams.

LA CRESCENT SCHOOL DISTRICT—MINNESOTA 1983 to 1985
Substitute Teacher (Grades K–12)

Prepared lesson plans and developed units for physical education curriculum.

BUSINESS MANAGEMENT EXPERIENCE

GOLDMAN FOODS—LA CROSSE, WISCONSIN 1996 to Pres.
Store Director 1985 to 1995

Recruited to turn around unprofitable grocery store. Developed "back to basics" approach and built a team environment among 57 employees. Created an effective action plan, delegated responsibilities, and delivered sales growth of 8%, labor reductions of 1½%, and substantial increases in customer counts (+500/week).

EDUCATION

MARQUETTE UNIVERSITY—MILWAUKEE, WISCONSIN 1983
B.S. Education—Physical Education Major (4-year athletic scholarship)

CERTIFICATIONS

Wisconsin 43 Substitute (current)
Wisconsin 530 Physical Education (current)

INTERESTS

Distance running, softball, and soccer.

Combination. Michele J. Haffner, Glendale, Wisconsin

The applicant was transitioning to teaching after many years as a successful business manager. Strong testimonials offset a lack of teaching experience other than substitute teaching.

Elizabeth Swanson

3461 N. Drake Ave. #324

Chicago, IL 60624

773-555-2166

Respected **Early Childhood Educator** with proven leadership skills both in and out of the classroom. Committed to creating a positive atmosphere that influences students' attitudes toward future learning and provides a solid foundation to help them reach their potential. Adept at cultivating parental involvement in the classroom. Possess early childhood training.

Professional Experience

IMMACULATE CONCEPTION CATHOLIC SCHOOL • Chicago, Illinois • 1988–2006

Pre-Kindergarten Teacher

- ◆ Taught all-day pre-kindergarten program to approximately 24 students from diverse ethnic and socioeconomic backgrounds; created environment to effectively meet students' cognitive, social, emotional and physical needs.
- ◆ Developed and implemented early childhood curriculum; adapted instructional delivery to accommodate students' individual learning styles and functioning levels. Ensured complete preparation for promotion to kindergarten.
- ◆ Supervised teacher aides; solicited and coordinated parent volunteers in the classroom.

Extracurricular Activities (current and past)

- | | |
|--|---|
| ◆ Service Learning Liaison with Chicago Public Schools | ◆ Principal Search Committee (1994) |
| ◆ Faculty Representative to Immaculate Conception School Board (1990–1997) | ◆ Boys & Girls Night Out (originated program) |
| ◆ Public Relations Committee | ◆ Yearbook Committee |
| ◆ Primary Department Chairperson | ◆ Cheerleading Coach (7th–8th grade) |
| ◆ Cochair of PTA | ◆ Staff Social Director |
| | ◆ Garden Club Facilitator |
| | ◆ Art Teacher for Summertime Days |

Related Experience

CHICAGO PUBLIC SCHOOLS • Chicago, Illinois • 1981–1988

Playtime Regional Director (1983–1988)

- Interviewed, selected, trained, managed and evaluated 32 leaders for summer Playtime programs.
- Contributed to program planning and organization; planned and conducted workshops.
- Interviewed and placed 250–300 program workers each summer.

Adult Education Instructor (1982–1983)

- Taught basic education to mentally and emotionally impaired adults.

Playtime Leader and Assistant Leader (1981–1982)

Education

ILLINOIS STATE UNIVERSITY

Bachelor of science (1988)

- Child Development major/Chemistry minor

LOYOLA UNIVERSITY

Liberal arts course work (1981–1983)

Continuing Education

XAVIER UNIVERSITY

Performance Learning Systems (1993)

- 10 graduate hours

CHICAGO STATE UNIVERSITY

Early Childhood Planned Program (1989–1992)

- 20 graduate hours

Certification

- ◆ Illinois Elementary Teaching Certificate
 - Early childhood–qualified

Affiliation

- ◆ National Association for the Education of Young Children

41

Combination. Janet L. Beckstrom, Flint, Michigan

This applicant had to seek other work because of a personality conflict with new management. The writer emphasized with diamond bullets the applicant's vast experience and potential. See Cover Letter 8.

Melody J. Courtney

87211 Jennywood Lane • Sherwood, Oregon 97140

555-555-5555 cellhome 777-777-7777**Elementary Education Teacher***Pre Kindergarten–5th Grade*

Motivating students to explore the world around them, carefully guiding them through necessary and diverse situations to formulate questions and develop strategies with which to answer those questions, offering freedom in thought processes and learning.

Professional Profile

Success-driven recent graduate and ambitious **Elementary Education Teacher** with expertise in developing an intuitive connection with students, tuning in to their specific learning needs, and providing clear, concise, and complete hands-on exercises. Experienced in developing and implementing an appropriate curriculum and planning highly effective lesson plans. Able to immediately grab students' attention, provide a strong presence, and command mutual respect. Possess outstanding communication skills with students, staff, and parents. Highly adaptable, multi-disciplined, organized, competent, and loyal. Strong team player with effectiveness in promoting school policies and practices. Additional expertise includes **Health and Psychology** with emphasis in **Sports Coaching**.

Education**Bachelor of Science • Early Childhood / Elementary Education • 2006**

Western Oregon University • Monmouth, Oregon

• Honor Roll student with emphasis in **Health and Psychology****Early Childhood Education • Oregon State University • 2001–2003****History of Employment****Kindergarten Teacher • Columbus Elementary • McMinnville, Oregon • 2006****Student Teacher • Fourth Grade • Columbus Elementary • McMinnville, Oregon • 2005–2006****Caregiver • High Lookee Lodge Assisted-Living Facility • Warm Springs, Oregon • 2005**

Tenant care including administering medications. Provided cleaning, food service, and ground work for facility.

Membership Services Supervisor • Salem Boys and Girls Club, Swegle Branch • Salem, Oregon • 2004–2005

Oversaw orientation of new members. Verified arrival and departure of 200 members daily. Supervised equipment check-outs and returns. Informed parents and members of upcoming events.

Concierge & Marketing / Sales • Eagle Crest Resorts • Eagle Crest, Oregon • 2003–2004

Arranged hundreds of guest reservations daily. Advised businesses and traditional guests of local features to visit. Notified visitors of a variety of sales options being offered. Corresponded with guests, aiding in their vacation preparations.

Volunteer Activities• Neighborhood Watch Co-Chairman • Preschool teacher's aide (*Fall 2004*) • Bible school teacher (*Summer 2003*)**Combination.** *Rosie Bixel, Portland, Oregon*

A beginning mission statement in italic is followed by a Professional Profile with boldfacing to make Elementary Education Teacher, Health and Psychology, and Sports Coaching conspicuous.

Monique Agree

555 Taqueria Lane

Tampa, Florida 33629

(813) 555-7518

More than 6 years of experience teaching kindergarten. Outgoing, creative and ambitious professional who loves children and pushes for positive growth. Experienced with both gifted and emotionally handicapped students. ESOL certified. Functions well in a variety of settings. Volunteers for everything!

EDUCATION, CERTIFICATIONS, & TRAINING

University of Tampa	B.S. in Elementary Education	1998
University of Tampa	B.S. in Early Childhood	1999
Hillsborough County Schools	ESOL certified	2001

TEACHING & DEVELOPMENT EXPERIENCE

Kindergarten Instructor

DeCroes Elementary School Tampa 2001–2004
Focus on determining each child's individual educational needs and developing a curriculum based on school's objectives.

- ☑ Developed improved curriculum to enhance the learning of the letters and sounds of the alphabet.
- ☑ Created a "center-based" atmosphere to encourage learning through play.
- ☑ Initiated multiple interactive activities to ensure that each child learned at their individual development level.
- ☑ Created stimulating and active learning environment with the addition of live animal pets in the classroom: an iguana, a rabbit, hamsters, birds and fish.
- ☑ Crafted a *Big Buddy* program and matched students with fifth-graders. Held parties and reading sessions, and did mutual projects.
- ☑ Communicated verbally and/or in writing with parents daily to update them on social and emotional development.
- ☑ Member of national award-winning team that created an exhibit titled *Under the Sea*. Project was an outgrowth of *Wading Through Florida*, a lesson and arts-and-crafts project created for kindergarten classes.
- ☑ Chosen as Teacher Liaison/board member for the PTA due to reliability, candor and sensitivity.

43

Combination. *Gail Frank, Tampa, Florida*

This kindergarten teacher was energetic, enthusiastic, assertive, creative, and fun-loving. She wanted a resume that would make these characteristics evident so that she could find a

Monique Agree page 2

- ☒ Volunteered as Social Committee Chairman in order to improve social interaction and sharing among adult school staff.
- ☒ Solicited and secured local business support, donations and funding as a key member of Business Partnership Committee.

Intermediate Summer Instructor

Fins Elementary School Tampa Summer 1999

- ☒ Developed a hands-on program to prepare 4th-grade summer-school students for the 5th grade.

Gifted Summer Instructor, primary

Fins Elementary School Tampa Summer 1998

- ☒ Collaborated with a group of teachers to enhance the gifted curriculum, resulting in *Junior Detectives Go to the Zoo*.

Emotionally Handicapped Instructor, K-3

Reynolds Elementary School Tampa Spring 1997

- ☒ Worked with individual emotionally handicapped students. Goal was to enhance their problem-solving skills in order to control their emotional impulses.

Kindergarten Instructor

Gianni Elementary School	Tampa	1999-2000
Bayfront Christian School	Tampa	Fall 1998

PROFESSIONAL ORGANIZATIONS

- ☒ Hillsborough County Classroom Teacher Association (FTP/NEA)
- ☒ Hillsborough County Math Council
- ☒ Hillsborough County International Reading Association

ACTIVITIES

- | | | |
|---|--------------------------|--------------|
| <input checked="" type="checkbox"/> Junior League of South Tampa | Monthly volunteer work | 1999-present |
| <input checked="" type="checkbox"/> Social Committee member | School staff events | 2001-present |
| <input checked="" type="checkbox"/> PTA member | Participate in events | 2001-present |
| <input checked="" type="checkbox"/> Girl Scout/Brownie Troop leader | Lead troop in activities | 2000-present |

principal who was comfortable with them. The playful nature of the font and layout helps communicate her enthusiasm. The apple graphic, plenty of white space, check-box bullets, and triple horizontal lines sustain interest across two full pages.




BETHANY MITCHELL

619 Winston Terrace Longwood, CA 99999 Teachkids@cc.com (888) 000-0000

Elementary School Teacher—Grades K–5



PROFILE

-  Energetic, insightful, resourceful teacher dedicated to helping children identify and enhance their unique potential for academic and personal achievement.
-  Diligent educator who blends innovative and traditional methods to produce a solid foundation for lifelong learning.
-  Combine challenge and fun to create a stimulating learning environment. Promote scholastic and social development by
 - Determining individual student interests, traits, and needs
 - Applying a variety of methods to fulfill the needs of diverse abilities and circumstances
 - Establishing trust by applying discipline with fairness and consistency
 - Developing problem-solving and critical-thinking skills by presenting challenges that boost self-esteem and performance
 - Promoting the concept of equality, regardless of racial, cultural, or economic differences
 - Reinforcing positive behavior by encouraging efforts and praising accomplishments

EDUCATION

Bachelor of Science, Elementary Education (K–8)	1993
Westfield University—Westfield, OK	
Certificate of Completion in Child Development & Elementary Education	1986
Longwood Community College—Longwood, CA	
Cross-Cultural Language in Academic Development (CLAD) Certification	2003

PROFESSIONAL TEACHING EXPERIENCE

Elementary Teacher—Combination Classes—Grades 1–2 & 2–3	2001–Present
Washington Elementary School—Longwood, CA	
First-Grade Teacher	1999–2001
Pearson Lane Elementary School—Perris, MI	
First-Grade Teacher (Third Grade, Jan.–May 1995)	1995–1999
Rosa Parks Elementary School—Sonoma, OK	
Substitute Teacher, Grades K–5	1994
Sonoma Public Schools, Education Service Center	
Preschool Teacher	1993–1994
Great Beginnings Preschools—Crestview, CA	

ACHIEVEMENTS

- Met with every student's parent(s) or guardian for Parent-Teacher Conferences (2000)
- Created a well-received First-Grade Orientation Night for Parents (2001)
- Site Chair Representative, K–3—Sonoma, OK (1996–1998)

Combination. Gail Taylor, Torrance, California

This teacher worked with young children, so the writer wanted to illustrate the teacher's character, understanding, dedication, caring, and creativity. The Profile and Rewards sections make

BETHANY MITCHELL**PAGE 2****SEMINARS/WORKSHOPS ATTENDED**

- Creating a Balanced First-Grade Program: Teaching Skills & Literacy
- Practical Literacy Center: Strengthening Reading & Writing Instructions
- Maximize Your Students' Growth in Writing & Reading

PROFESSIONAL AFFILIATIONS

California Teachers Association ■ National Education Association ■ Michigan Education Association

REWARDS

[To Ms. Mitchell]

"I am going to miss you. You are my heart and my moon." ~ Ronnie, 1st-grader



"You are the best ever."

~ Bridget, 1st-grader

"Thank you for making Bridget's 1st-grade year wonderful and for everything you have given her."

~ Bridget's Mom

"Your continued support, assistance, and caring were big factors in getting us all through....A final thank you for all that you taught this year."

~ Mr. & Mrs. Banuelos, Parents



these characteristics evident from beginning to end. The crayons graphic at the end echoes the same graphic at the beginning. Shading for the headings helps make evident the resume's sections. Testimonials in the last section make the resume's ending strong and convincing.

Judy Cassidy
123 Main Street
Anytown, USA 19000-0000
(555) 555-5555

PROFILE

ELEMENTARY EDUCATOR with more than 20 years of experience fostering academic learning and enhancing critical-thinking abilities. Incorporate effective cooperative learning techniques and unique classroom management style to establish creative and stimulating classroom environment. Dedicated, resourceful teacher skilled in building rapport and respect with students and student teachers.

Honored with **New Teacher Mentor Award** for Outstanding Service (2004)

"Miss Cassidy is an exceptional teacher. She is respectful to and of her students, and that respect is reciprocated. Using a variety of materials and techniques, Miss Cassidy challenges her students to excel. Her classroom is a warm, nurturing atmosphere where children are called to be their best selves." A.F., School Administrator

EDUCATION AND CERTIFICATIONS

Instructional II—Permanent Certification, State of Pennsylvania (2002)

Master of Arts—**ANY UNIVERSITY** (1994)

B.S., Elementary Education—**ANY STATE COLLEGE** (1988)

SELECTED CAREER HIGHLIGHTS

- Successful in developing and executing **Everyday Math Program** at John Smith Elementary School (1999). Implementation of program resulted in overall math grades improvement by 180 points in 2002 (*versus previous-year scores*) along with instituting greater math awareness and mathematical thinking among all students. Participated in ongoing staff development and district training sessions to ensure utilization of hands-on, cooperative learning approach along with reinforcement and assessment techniques.
- Selected to serve as **Middle States Team Evaluator** for Brooklyn Diocese School System (1998). Collaborated with four colleagues in accreditation process comprised of interviewing teachers, meeting with committee, writing evaluation report, and creating recommended action plan. Conducted comprehensive academic assessment in similar capacity as **Catholic Elementary School Evaluator** for Diocese of Camden (1995).
- Directed and facilitated **Multidisciplinary Learning Project** at John Smith Elementary School to meet promotional requirements for students graduating to fifth grade (1999–2002). Through intensive interaction, students developed research, writing, and computer skills to accomplish long-term school project (*with City Year members*) and effectively strengthen individual student knowledge, pride, and enthusiasm with 90% passing rate.

PROFESSIONAL TEACHING EXPERIENCE

Metropolitan Public School District

1999–Present

ELEMENTARY TEACHER—Fourth Grade

Four years of experience at John Smith Elementary School. Plan, implement, and evaluate various curriculum areas. Encourage cooperative learning and peer interaction, and increase achievement levels among disadvantaged and challenged students. Appointed by principal as Grade Chairman and Mentor (2000–2003).

45

Combination. Darlene Dassy, Sinking Spring, Pennsylvania

The applicant had been a nun serving the Catholic community for more than 15 years. Nuns are moved around a lot, and she didn't want her resume to give the false impression that she was a

Judy Cassidy
Page Two

PROFESSIONAL TEACHING EXPERIENCE (continued)

Sacred Heart School 1995–1998

ELEMENTARY TEACHER—Third Grade

Three years of experience instructing students in subject areas of reading, integrated language arts, religion, and social studies. Coordinated and implemented language arts program for first- to fourth-grade students.

State Area Parochial School System 1989–1995

ELEMENTARY TEACHER—Third and Fourth Grade

- Saint Joseph Regional School
- Blessed Sacrament School
- Our Lady of Perpetual Help

Metropolitan Parochial School System 1978–1988

ELEMENTARY TEACHER—First and Second Grade

- Immaculate Heart of Mary School
- Our Lady of the Holy Souls School
- Saint Timothy School

TEACHING TESTIMONIALS

"Judith has, from the outset, displayed a level of professional competence and a striving for professional development which has benefited her students, our staff, and the entire school community in concrete ways. She introduced and implemented a variety of innovative classroom management strategies, such as Workshop Way and Integrated Language Arts, having been the first to pilot such a program in our school. She has challenged and motivated students to achievement and activities which have not only developed each child's personal gifts and talents, but also developed cooperative learning strategies to foster collaboration and interaction among her students."

G.S., Principal

"Judy's professionalism, enthusiasm, and talent as a teacher are evident on a daily basis. Judy employs a thematic approach, and the varied learning experiences the children have to showcase their talents are not just one-time activities but related to all curriculum areas. Judy is comfortable with and flexible in following many different styles of administration and has been recommended to assume leadership roles many times during her career."

F.B., School Administrator

PROFESSIONAL DEVELOPMENT COURSES

Attended and participated in various courses from 1998–2004, including

- The Middle Years Literacy Framework
- Professional Education for Central-East AAO
- Middle Years Balanced Literacy
- Rigby Guided Reading & Literature Circles
- Academy of Reading Program
- Improving Decision-Making/Values Clarification
- Bringing Curriculum to Life
- Improving Ability to Communicate Mathematically
- Accelerated Reading Program
- Everyday Math Program & PowerPoint for Educators

FORMAL REFERENCES AND CONTACT INFORMATION AVAILABLE UPON REQUEST

"job hopper." The writer therefore focused on the applicant's accomplishments, credentials, and teaching testimonials so as not to draw attention to dates of employment. The administrators' testimonials near both the beginning and the end are tributes to the candidate and the quality of her teaching.

KELLY MINOGUE

60 Maple Court • Princeville, New York 55555 • (222) 222-2222 Phone/Fax

Creative, high-energy teacher with excellent communication skills, a strong classroom presence, and a passion for helping children learn and grow

SUMMARY OF QUALIFICATIONS

- Candidate for State Teacher Certificate in June 2004 with nearly a year of teaching experience through the alternative licensing route program.
- Strong knowledge of effective teaching pedagogy and assessment methods.
- Extensive background in guiding children. Skilled in planning and coordinating appropriate learning experiences for children that are both fun and valuable.
- Demonstrated sensitivity to the needs of children from all backgrounds and ability levels.
- Team player with recognized leadership ability. Proven role model for children.
- Resourceful problem-solver with solid classroom management skills.
- Outstanding ability to build rapport and work cooperatively with others.
- Assertive and self-confident. Go-getter who thrives on new challenges and is motivated by the desire to instill strong values and love of learning in children.

CLASSROOM EXPERIENCE

CANTERBURY SCHOOL, Rosemont Park, New York

Sep 2003 to present

Elementary Teacher—Grade 5

Teach 5th-grade students, implementing all aspects of the academic curriculum in math, social studies, and language arts. Participate in parent-teacher conferences and HSA functions. Coach cheerleading squad.

- Successfully planned and taught thematic units on creative writing and world geography.
- Incorporated computer and art activities into the curriculum to expand learning opportunities.
- Effectively reinforced learning activities for classified students.
- Participated in technology training classes, introducing lessons to other teachers in unit.
- Led Varsity Cheerleading Team in competition, gaining first-place trophy and spirit award.

RELATED EXPERIENCE

COUNTRY DAY CAMP, Monroe, New York

Jun 1999 to Sep 1999

Senior Camp Counselor

Oversaw all group activities for 25 five- and six-year-old boys. Supervised junior counselor.

- Won Best Counselor Award as first-year counselor, effectively handling group generally acknowledged as one of the most difficult in camp.

SELF-EMPLOYMENT, Fog Harbor, Maine

Jun 1997 to Sep 1997

Live-in Nanny

Entrusted with the care of four children aged 5 through 12.

- Attended to all four children's needs around the clock, six days a week.
- Earned respect and cooperation of youngest boy, a difficult, undisciplined child, through empathetic consideration and effective interaction.

JILL'S KIDS, West Port, New York

Jun 1996 to Sep 1996

Swim Instructor

Planned and conducted swimming classes for 15 to 20 youngsters.

- Effectively planned lessons that provided appropriate instruction for children at all skill levels.
- Staged well-received swim show for the benefit of parents.

46

Combination. *Carol A. Altomare, Three Bridges, New Jersey*

The applicant got a good response from this updated version of an earlier resume done by the same writer. A two-line profile in italic fills a spot traditionally occupied by an Objective

KELLY MINOGUE

PAGE 2

PROFESSIONAL EXPERIENCELAKE PRIVATE LEDGER, Santa Rosita, California

Jan 2001 to Feb 2003

Advisory Operations Specialist

Served as liaison between account representatives and portfolio managers while handling range of portfolio support activities.

GLAVIN & ASSOCIATES, INC., Harper Point, New York

Sep 1999 to Jun 2000

Asset Manager

Assumed full range of asset-management responsibilities while participating in all phases of real estate advisory business. Monitored and evaluated 500 to 600 properties.

EDUCATION

Bachelor of Arts Degree, State University, Brunswick, New York, 1999

Activities:

Rho Zeta Tau Sorority, 1996 to 1999 (Held several leadership roles, including president.)

State University Varsity Cheerleading Squad, 1995 to 1997

CERTIFICATIONS

State Certification in Elementary Education (K-8), expected August 2004

Safety Clinic Coach Certification

COMPUTER SKILLS

Microsoft Word, Excel, PowerPoint, Explorer, Outlook, Netscape Navigator.

References Gladly Provided upon Request

statement. A well-developed Summary of Qualifications sells the applicant's merits. In the Experience sections, prose statements under the job title indicate responsibilities. Bulleted items indicate achievements. A number of professional writers use this effective duties-achievements format.

Allie L. Rees

alrees@yahoo.com

Home Address: 30 Summit Trail ▼ Sparta, New York 12345 ▼ 555.123.4567

School Address: 26 East State Street ▼ The Plains, Ohio 45780 ▼ 740.797.0000

“... Wow! Very attractive and engaging materials ... love to see students ‘beg’ to learn using her created materials for the Learning Center ... confident and positive; her students’ self-esteem was enhanced by this ... exhibited an excellent knowledge base and understanding of the nature and needs of students with special needs ... she will be an asset in any educational environment.”

~ Excerpts from Student Teaching Evaluations

OBJECTIVE

Special Education Teacher

Enthusiastic and creative educator offering a solid educational background, including B.S. in Education with a major in Special Education. Successful student-teaching experience and observations as evidenced by excellent evaluations from supervising teachers and university professors. Skilled in meeting the needs of special-education students—experienced in working with IAT, MFE, and IEP planning and implementation. Additional experience in testing and assessment.

EDUCATION & HONORS

OHIO UNIVERSITY, Athens, Ohio (June 2004)

Bachelor of Science in Education Major in Special Education, Mild Moderate

Education GPA: 3.52/4.0 ▼ Overall GPA: 3.24/4.0 ▼ Successfully passed PRAXIS exam

Kappa Delta Pi Education Fraternity ▼ Dean’s List ▼ POWER (Nationally Certified Peer Health Educator)

Computer Skills

Computer proficient—experienced in use of various forms of assistive technology, PowerPoint, Microsoft Office 98/2000/XP, Internet and e-mail functions

RELATED EXPERIENCE

Student Teacher—MORRISON ELEMENTARY SCHOOL, Athens, Ohio (January–March 2004)

- ▼ Developed and implemented lesson plans in K–4 Resource Room in conjunction with supervising teachers.
- ▼ Established attainable educational goals for students, which promoted personal and educational growth.
- ▼ Participated in IAT, MFE, and IEP planning sessions with parents, teachers, and administrators.
- ▼ Tailored educational curriculum to IEPs for children with a variety of disabilities.
- ▼ Gained experience utilizing the Stevenson program for presenting phonic patterns and testing.
- ▼ Created an entire learning center based on IEP goals—used Pokemon theme to significantly increase children’s interest and participation.

Field Experience—MORRISON ELEMENTARY, Athens, Ohio (Spring 2003)

Field Experience—THE PLAINS ELEMENTARY, The Plains, Ohio (Fall 2002)

- ▼ Gained valuable experience observing a variety of teaching techniques and implementing daily lesson plans in diverse settings (K–6 classrooms).
- ▼ Served as a classroom aide and assisted with tutoring and assessing/teaching groups of 1–14 students with mild to moderate disabilities.
- ▼ Participated in data collection for the Positive Behavior Supports program implemented at Luke Middle School in Luke Valley, Ohio.

Child Care Counselor—WILLOWGLEN ACADEMY, Newton, New Jersey (Academic Breaks 2000–2002)

- ▼ Counseled children with severe behavior disorders.
- ▼ Gained experience working with autistic children while serving as a teacher’s aide and working in group homes.

COMMUNITY INVOLVEMENT

- ▼ Tri-County Mental Health and Counseling—Volunteered with patients and planned recreational activities.
- ▼ Good Works—Volunteered at this temporary homeless shelter.

Combination. *Melissa L. Kasler, Athens, Ohio*

A challenge with education resumes for college graduates with the same credentials and experience is to separate an applicant from the competition. Quotations from evaluations can do just that.

Lara Carson

Home: 555.555.5555 • Mobile: 555.555.5555

555 South Hill Road • Los Angeles, CA 55555

E-mail: laracarson@hotmail.com

Professional Endorsements:

"Lara has been teaching Spanish to my children for the past year and is an exceptional teacher. She has boundless energy and patience, and the children respond to her with incredible enthusiasm. They are extremely motivated to learn Spanish because that is Lara's language, and they love anything having to do with her."

Private Client

"Lara has the ability to teach both the complex and simple aspects of Spanish quickly and efficiently. She understands how to use conversation about everyday subjects to get across vocabulary and grammar. Her empathy and sense of humor coupled with professional bearing make her an exemplary teacher."

Colleague

"Lara kept us wanting to learn more and looking forward to the next class. I am excited to take another class."

Student

"Lara is enthusiastic about teaching and energizes her class. She is fantastic and gave me great skills to continue on with."

Student

TEACHING PROFESSIONAL — SPANISH LANGUAGE

Creative, enthusiastic and dedicated native-speaking instructor who skillfully uses play, art, music and other tools to engage students in the language-learning experience.

- Excellent lesson planning, organizational and presentation strengths.
- Skilled in teaching a range of students, from children to adult learners.
- Able to tailor instruction to individual learning needs and assist students in reaching their learning goals.

EXPERIENCE

INTERNATIONAL LANGUAGE INSTITUTE, Los Angeles, CA

Private language school that offers World Language, ESOL (English for Speakers of Other Languages) and ESOL Teacher Certificate programs. Accredited by the Council for Continuing Education and Training.

Spanish Instructor (2004 to present)

- ▶ Provide language instruction to nonnative speakers, including business professionals and other adult learners at a language-based institute.
- ▶ Use multiple teaching techniques, focusing on speaking, pronunciation and listening in a learner-centered and participatory environment.
- ▶ Effective at teaching students of different skill levels and creating a positive, engaging learning experience.

Private Spanish Instructor, Los Angeles, CA (2003 to present)

- ▶ Develop instructional materials and teach Spanish to private students of varying abilities.

MEMORIAL HOSPITAL, Los Angeles, CA

Medical Records — Office Volunteer (2002 to 2004)**PRIOR TEACHING EXPERIENCE**

UNIVERSITY OF MEXICO CITY, Mexico City, Mexico

Instructor (1992 to 2002)

- ▶ Developed curriculum and taught courses in the cytology program at a major health institute.

EDUCATION

B.S. in Cytology (U.S. equivalent), 1992

National Institute of Medicine, Mexico City, Mexico

Additional: Completed intensive teaching training at the International Language Institute.

Combination. Louise Garver, Enfield, Connecticut

This part-time Los Angeles teacher wanted a full-time position in Florida. The writer included glowing quotations. The applicant got an offer from every school she applied to. See Cover Letter 2.

NICOLE DiLORENZO

89 Link Avenue • Belford, NJ 07718
E-mail: nDiLorenzo@aol.com • 732.351.8213

ELEMENTARY SCHOOL TEACHER***K–8 Instruction / Middle School Social Studies****Special Needs ~ Gifted & Talented ~ Science & Technology Background ~ Certified Lifeguard*

Enthusiastic, warm, and caring educator who works to create an atmosphere that is stimulating, encouraging, and adaptive to students' emotional needs. Readily establish rapport with a wide range of people, from students and parents to administrators and teachers.

Present material and course work to ensure complete comprehension by students. Recognize opportunities for outreach; develop and implement related programs.

Encourage creative expression among students. Foster teamwork with paraprofessionals and building staff. Proven track record and ability to provide structure, support, and special interventions to help children succeed academically and socially.

Key Competencies:

- Teaching & Counseling
- Strong Parenting Skills
- Urban Classroom Settings
- Teacher Tutor
- Administering Specialized Testing
- Creative Lesson Planning
- Classroom Management & Discipline
- Community Involvement
- Multicultural Populations
- Special-Needs Students
- Possess Patience and Compassion
- Child Study Team Collaboration

Use of Educational Programs:

- Guided Reading in Everyday Math
- Terc Math Program
- Inquiry Approach for Science
- Success for All
- 100-Book Challenge
- Responsive Classroom Techniques

PROFESSIONAL EXPERIENCE

LINCOLN ELEMENTARY SCHOOL—Trenton, NJ; **STUDENT TEACHER**, Spring 2005

Created and implemented educational lesson plans using appropriate core curriculum content standards while adapting to each child's learning style. Developed specialized reading lessons based on the Success for All program guidelines. Monitored and supported NJ Ask test preparation and test administration. Managed students by establishing an appropriate classroom climate and earning respect through efficient leadership techniques. Designed behavior plans to achieve a more cohesive and cooperative learning environment. Cultivated a successful working relationship with the cooperating teacher. Maintained effective communications with staff and parents.

Selected Accomplishments:

- Assembled a full unit on the rainforest in an open-space learning environment, as well as an Abbott school district.
- Prepared for CAPA review by consulting with state guidelines for public education under the No Child Left Behind Act, achieving improvements in both classroom and instruction.

Combination. *Beverly and Mitchell I. Baskin, Marlboro, New Jersey*

Various formatting features make this resume distinctive and strong. A bold thick-thin page border appears on both pages and ties them together visually. Headings are centered throughout

NICOLE DiLORENZO

Page 2

Professional Experience, Continued

JOHN BAKER ELEMENTARY SCHOOL—Hopewell, NJ; **STUDENT TEACHER**, Spring 2004
Assumed all teaching responsibilities under the leadership of classroom teacher, working in conjunction with partner teacher on a full-time basis for two weeks. Designed and facilitated weekly lesson plans and activities in all subject areas. Utilized Everyday Mathematics Program to develop mathematics lessons. Initiated multiple responsive group techniques to achieve effective classroom management. Guided morning meeting.

Selected Accomplishment:

- Developed a 10-lesson culminating unit on the Mountain West Region of the United States, including library resources, hands-on learning, technology, and a research project.

ADDITIONAL EXPERIENCE

THE MENTOR NETWORK—Somerset, NJ, 2005–Present
SEARCH DAY PROGRAM—Wanamassa, NJ, Summer 2004
ANGEL'S WINGS DYFS SHELTER—Trenton, NJ, 2004
LAKEVIEW CHILD CARE CENTER—Lawrenceville, NJ, 2002–2004

EDUCATIONAL BACKGROUND

Bachelor of Science in Elementary Education; Minor in Sociology (2005)

THE COLLEGE OF NEW JERSEY—Ewing, NJ
Member, Kappa Delta Pi (Education Honor Society)
Member, Alpha Kappa Delta (Sociology Honor Society)
Dean's List, Scholar Athlete

Graduate of MAST, Specialized High School for Science & Technology (2001)—Sandy Hook, NJ

Currently enrolled in Master's in Education Program through Kean University
Concentration: Special Education, Teacher of Students with Special Needs

Certifications:

Anticipated Middle School Social Studies, CEAS, State of New Jersey (Spring 2006)
Elementary School Teacher, CEAS, State of New Jersey (2005)
Substitute Teacher, Monmouth County, State of New Jersey (2004)
CPR (1998) & Lifeguard and First Aid Certification (1998)

Professional Development:

New Jersey Education Association (2004–2005) ~ Workshop on Gang Awareness (2005)
100-Book Challenge Workshop (2005) ~ DYFS Shelter (2004–2005)
State of New Jersey Education Association Conference (2004) ~ Gifted Children's Conference (2004)
Workshop on ADD and ADHD and Teaching with Different Behaviors

Excellent references and class work portfolio presented upon request

the resume, except for Selected Accomplishments, which, as a side heading, appears twice at the left margin. Partial horizontal lines on each side of the main section headings point to the headings. Italic is used effectively as an alternative font enhancement throughout the resume.

CERTIFICATIONS: Elementary N-6 Special Ed. K-12	Alexandra Stack	931 Columbia Street • Poughkeepsie, NY 00000	(555) 555-5555
Objective	<p>Secondary Special Education Teaching Position Believe that society benefits when all individuals are able to achieve their maximum learning potential.</p> <p>Spirited, optimistic, and reflective individual with an outstanding attitude and a strong motivation to develop a caring learning community where students with exceptionalities can more fully participate. Offer positive interaction skills and the creativity necessary to accommodate unique needs. Respect a broad range of instructional methodologies and prepared to take collaborative approaches to teaching.</p> <ul style="list-style-type: none"> → Capable of making sound educational judgments (formed by theory, research, and best practices) → Eager to promote understanding/respect for individual differences and unique learning needs → Skilled at gaining the trust and respect of youth and conveying confidence in their abilities → Possess a sound understanding of developmental issues and exposed to a wide range of disabilities 		
Education	<p>Union College, Troy, NY <u>B.A. in Psychology / Special Education / Elementary Education</u></p> <p>Herkimer Community College, Herkimer, NY <u>A.A. in Liberal Arts and Science—Humanities and Social Sciences</u></p>		<p>May 2006 GPA 3.49</p> <p>January 2002</p>
Student Teaching	<p>Connor Stevens High School (Westchester CSD) <u>Reading I & Reading II (Special Education)</u> Formulated intensive reading lessons, incorporating multiple modalities and engaging <i>all</i> students—inviting them to listen, share, explore, and reflect. Utilized Orton Gillingham methods and devised creative approaches to integrating literacy and technology. Established well-organized classroom routines, set appropriate academic expectations, and provided positive experiences to build self-esteem.</p> <p>Titusville Elementary School (Mohawk CSD) <u>Sixth Grade (Inclusion Class)</u> Structured a positive and supportive environment that maximized student participation and success. Commended on effectiveness in teaching both small and large groups. Created integrated math and science lessons and made appropriate adaptations to address individual learning styles.</p> <p>Freedom Plains Elementary School (Hyde Park) <u>Preschool (3 & 4 year olds)</u> Developed age-appropriate centers that incorporated proactive social-skill activities. Developed lessons that focused on reading and math readiness and incorporated enrichment activities. Utilized many hands-on activities, manipulatives, and discovery learning to develop large motor skills.</p>		
Additional Areas of Experience	<ul style="list-style-type: none"> ■ Devising developmentally appropriate lessons ■ Structuring a positive, encouraging environment ■ Cross-disciplinary coordinated service delivery ■ Establishing clear expectations and class routines ■ Lexia Learning Systems/phonics-based programs ■ Adapting instruction based on ability levels 		
Volunteer Experience	<p>Titusville School, Cafeteria Aide / Playground Monitor Mohawk Elementary School, Parent Helper, Kindergarten Pine Plains School, Lunchroom Aide / Playground Monitor</p>		<p>2003 to 2004 2001 to 2002 1997 to 1998</p>

Combination. *Kristin M. Coleman, Poughkeepsie, New York*

This resume may look difficult to create, but it can be done as a three-column table in which the first column has the headings, the second is narrow for space, and the third is wide for the information.

TRAVIS KENSETH

9803 Clinton Avenue ■ Lubbock, TX 00000 ■ (000) 000-0000 ■ name@ntws.net

FOCUS & OVERVIEW

Career Target: Secondary Education Instructor & Coach

- **Profile**—Enthusiastic, dependable teaching candidate with solid knowledge base/skills in instruction and coaching-related functions that include instructional strategies, scouting, student relations, special populations, and professional ethics.
- **Evaluations**—Earned recognition from university professors and supervisors in employment positions for consistently meeting and exceeding expectations.
- **General Traits**—Effective communicator and multi-tasker; adapt readily to changing circumstances. Value diversity within school groups; favor student-centered teaching.
- **Specific Skills**—Proficient in MS Office suite ■ First-Aid Certification—Responding to Emergencies ■ Strong knowledge in and advocate of functionalism theory in sports.

EDUCATION

Teacher Certification Program ■ NORTHLAND COLLEGE, Northland, TX

- Expected completion in 5/04 for secondary education certification program.
- Engaged in combination of lectures, class assignments, and formal observations.

BS in Kinesiology, 2001 ■ UNIVERSITY OF TEXAS, Austin, TX

Key Courses & Projects:

- **Administrative Theory/Practice in Athletic and Sport Regulatory Organizations**—Analyzed process for securing professional position within sports industry; examined ethical, legal, philosophical, and professional development issues.
- **Facilities, Equipment, and Budget for Athletics**—Created and presented plan to class for construction of sports facility, including blueprints, materials, and cost analysis. Utilized software, Internet research, and phone calls to local businesses.
- **Movement for Special Populations**—Worked one-on-one with disabled student in locomotor and object control activities, followed by creation of adapted physical education lesson plan. Gained insight into mainstreaming of special ed. students.
- **Coaching Football**—Sent on assignment to scout TCU-UTEP football game. Applied extensive prior study of scouting techniques and proper formats to follow in charting plays, analyzing individual performances, and summarizing findings.

Additional Upper-Level Courses:

Sociology of Sports ■ Coaching Football ■ Motor Behavior ■ Psychology of Sports
Physiological Bases of Exercise & Sports ■ Coaching Individual Sports

AA & AS Degrees, 1998/1997 ■ WEATHERFORD COLLEGE, Weatherford, TX

WORK EXPERIENCE

Customer Service Associate ■ HOME DEPOT, Austin, TX (1998–Present)

- Recognized frequently by customers for providing solutions to meet individual needs, leading to repeat/referral business and requests for personal service.

Courier ■ TEXAS BANK, Austin, TX (1996–1998)

- Managed multiple tasks effectively in deadline-driven environment. Delivered inter-office mail, transferred daily deposits, and prepared supplies for all branches.

Customer Service Representative ■ RENTER'S CHOICE, Austin, TX (1995–1996)

- Maintained excellent record of resolving problems and handling stressful situations that involved collection activities and challenging customers.

Combination. Daniel J. Dorotik Jr., Lubbock, Texas

The applicant's work experience was unrelated to his career target, so the writer emphasized skills and school-related project work. Shading helps distinguish headings from the information.

*Meets Federal Highly Qualified Teaching Standards**Available for relocation***CARLTON MARNER**

214 Central Street • Montgomery, Alabama 36100 • cm200@sss.com • ☎ 334.555.5555

WHAT I CAN OFFER YOUR SCHOOL AS A **HISTORY TEACHER** _____

- The **character** to establish and maintain classroom discipline.
- The **academic background** to make my subject come alive for your students.
- The **tact** to establish strong “partnerships” with peers, parents, administrators, and students.

EDUCATION AND RELEVANT INSERVICE DEVELOPMENT _____

- **Masters of Education in History Education**, Corona State University, Montgomery, Alabama, Aug 01

Earned this degree while working 40 hours a week by day and carrying a full academic load at night. GPA: 3.75.

- **B.S., History**, Mark State University — Montgomery, Montgomery, Alabama, Aug 99. GPA 3.95+, *Dean's List*. *One of very few college students to be inducted into two national honor societies for academic achievement.*

- More than 32 hours of the following **inservice training** over the last two years alone:

DAT Inservice	Special Education Issues	Bullying Issues
Writing Assessment	Gifted Characteristics	Co-operative Discipline
School Safety	Yes, We Can Get Along	SAT 10
Special Education Team Development	SAT Testing and Interpreting Scores	Integrating Technology in the Classroom
7 th Grade Writing Assessment	Effective Classroom Management	ESL
Teacher Mentorship Program		

- “Guidance Counseling,” U.S. Army, five weeks, 85. *Selected by senior decision makers for this course. One of very few to have experience requirements waived.*

RECENT WORK HISTORY WITH EXAMPLES OF PROBLEMS SOLVED _____

- **School Teacher**, Tether Middle School, Montgomery, Alabama, Aug 01–Present

Tether has an average total enrollment of 760, of which I teach five classes averaging 30 students per class, including mainstreamed special education students. AY is nine months.

Turned around, gently but firmly, a disruptive special education student whose behavior had thwarted other teachers for months. Parents had become so frustrated that they sued — and won — to keep him enrolled. **Outcomes:** He met every class’s academic standards and passed — a great confidence builder for him.

More indicators of performance your school can use 

Combination. *Don Orlando, Montgomery, Alabama*

This writer successfully presents fresh approaches in resumes. Information other than the candidate’s name is at the top of the first page. A phone symbol signals the phone number. “What I

Carlton Marner

History Teacher

334.555.5555

Took on a challenge others shied away from: teaching a failing student whose parents had pulled him from school. Volunteered to work closely with school counselors to cover the entire curriculum at his home, after normal hours. **Outcomes: He's now learning at his grade level.**

Stepped in smoothly when an influx of Korean students, with nearly no proficiency in English, were mainlined throughout the school. With my wife's volunteer help, soon gave the newcomers confidence to learn to their potential. **Outcomes: Every Korean student getting straight "A's" — after only one year with us.**

Joined with one other faculty member to take on the additional duty of guiding the Student Council. Took the lead to reestablish close ties with community leaders. **Outcomes: Students raised nearly \$5K for needy children over the last two years.**

- Full-time student. Completed **B.S., History and Masters in Education**, 97-01
- *More than 20 years of experience in positions of increasing responsibility as a non-commissioned officer in the U.S. Army, serving in these capacities from 76 to 97:*

Overhauled an education program I inherited that wasn't giving our team members the skills they needed to reach high school students. **Did the needs analysis and then built the right curriculum. Outcomes:** In three months, our group turned in its **best performance ever**. All done without spending an extra dime.

Reached out to faculty and administrators in local minority schools. Found a way to **equip their guidance counselors** with a **comprehensive assessment instrument** and the training they needed to use it well. Sponsored career days. **Outcomes: Demand** for our participation **grew steadily.**

LICENSURE

- Certified 6th- through 12th-grade history teacher, State of Alabama, expires 06.

COMPUTER LITERACY

- Expert in proprietary program that **matches people to jobs and assesses student values and aptitudes.**
- Fully proficient in PowerPoint, Excel, Word, Internet Search Methods, Harvard Graphics.

SKILLS USEFUL TO A DIVERSE STUDENT BODY

- Working knowledge of Korean language and culture.

Can Offer..." introduces the first main section. Comments in italic appear throughout the resume. Solutions to problems narrated in prose paragraphs are indicated as "Outcomes," with key information enhanced with boldfacing—a novel way to present achievements.



BRYSON CARSON

265 Charlotte Street
Cookville, NC 00000

(555) 000-7893 home

(555) 111-7893 cell
bcarson@hometown.net

HISTORY TEACHER

North Carolina License, Social Studies 9–12

PROFILE

Strengths

*"A page of history is
worth a volume of
logic."—Oliver
Wendell Holmes*

Proactive, uncompromising focus on improving reading, writing, and critical-thinking skills. Use flexibility, resourcefulness, and organizational and interpersonal skills to assist that learning through a positive, encouraging environment.

- Capable teacher thoroughly grounded in U.S., Middle East, World, and European history.
- Rapport-builder with parents (they think they're all alone out there), able to gain their involvement, trust, and respect in creating a participative environment.
- Adept, available, and adaptable classroom manager—combine discipline plan with effective procedures and varied lessons to attract the inattentive and enforce student accountability.
- Student motivator—can use cooperative learning, jigsaw, and other student-directed, process learning techniques to foster a team spirit and build teamwork and goal-setting skills.
- Develop useful daily lesson plans and instructional resources.
- Friendly, interactive, dependable.
- Some fluency in Spanish (can read Spanish newspaper).

EDUCATION

Coursework

Student Teaching

*"I teach skill in asking
questions through my
skill in asking the right
questions...."*

Honors & Affiliations

*Cited by department
faculty for original,
critical thinking....*

B.A., History, Magna cum Laude, December 2006

North Carolina University, Polk, NC

- U.S. History, Medieval Europe, Politics of the Middle East, Political Science, Chinese History (Revolutionary China), Afro-American History, Human Rights & International Politics, Humanities. Dean's List every eligible semester.
- Hall High School, spring and fall 2006—11th-grade college-prep classes in U.S. history. Selected to teach AP U.S. history class due to knowledge of material.
 - Contributions included judging senior projects, proctoring end-of-course tests, and sponsoring the fledgling Debate Club.
 - Because my co-op was on the school improvement team, was able to observe planning and goal-setting functions in the effort to meet constantly changing requirements.
 - Participated positively in parent-teacher conferences.
- Selected for Phi Alpha Theta History National Honor Society (high GPA and faculty recommendation).
- Selected by History Department faculty for the Mike Bolson History Scholarship as a promising student in the field of history, despite being on an education track.
- Participant, NCU History Association.
- Alpha Phi Omega National Service Fraternity—Chapter President; as Vice President of Service, initiated projects involving boys' and girls' clubs; fund-raising for pediatric brain tumors; highway beautification; food bank.

Combination. Dayna Feist, Asheville, North Carolina

The applicant was a man in his 50s whose previous careers were in the Navy, fishing, and manufacturing. When his manufacturing job moved to Mexico, he returned to college for a degree

bcarson@hometown.net • 111-7893 cell • 000-7893 home

BRYSON CARSON

Prior Education	<p>Diploma, Welding (one-year program), 1980 WNC Technical Community College</p> <p>Coursework in Anthropology, Biology, Spanish, 1973 University of Massachusetts—Boston</p>
PRIOR EXPERIENCE	<p>BOILER OPERATOR: Culverton Textiles, Foster, NC—1981–2002 Operated steam and electric generating utility for largest textile mill of its kind in the world, on 10 acres, with its own waste-treatment and water-filtration system; a self-contained mini-city, it generated much of its own power. Member of 2-man team: managed electrical control room, maintenance, welding, machinery repair, pipefitting.</p> <p>ENGINEER: 100-foot Bluestocking fishing boat, Gloucester, MA—1971–1980</p> <p>MACHINIST MATE: United States Navy—1967–1971 Served on the U.S.S. <i>Georgetown</i> (traveled to Mozambique Civil War, the Indian Ocean, and Havana, Cuba) and U.S.S. <i>Severn</i> (oil tanker refueling ships at sea in the Mediterranean). Trained Navy personnel (including firemen and 3rd class petty officers) to work with tools and operate equipment.</p>
COMMUNITY REINVESTMENT	<ul style="list-style-type: none">■ Coached Roller Hockey for boys' and girls' clubs, ages 13–18, in league competition.■ Tutor, Afterschool Club, Salvation Army.■ Big Brothers/Big Sisters, 1981–1983. Mentored 7-year-old boy (gardening, movies, sports, homework). He moved to another state.■ Member of church Inquiry Committee—answer questions to assist one in deciding whether to join the church; prepare lesson plans and curriculum for those interested in doing so.

under a special teachers' program to teach history. His goal was a highly competitive position at the school where he student-taught. The resume writer sought to show how this individual will bring "an interesting mixture of authority, geniality, and intelligence to the classroom."

Nalini Patel

55 Shoreline Drive
Bridgewater, MA 00000

555-555-5555
npatel@email.net

TEACHER, K-8

Energetic, enthusiastic teacher with unyielding commitment to educating children. Experience includes teaching at the elementary and middle school levels in multicultural and inclusion classrooms. Proven ability to create trusting, cooperative environment that fosters academic, social, and emotional growth. Skilled in the design of challenging, enriching, and innovative activities that engage students and address their diverse interests and needs. Recognized for excellent interpersonal, organizational, and classroom management skills.

*"...a master teacher...a creative, organized, and dynamic person
who motivates and inspires students and makes a difference in their lives."*

*Hong Zheng, Principal
John F. Kennedy Middle School, Brockton, MA*

SELECTED ACHIEVEMENTS

- Developed theme-based units that tie together different subject areas to reinforce learning of key concepts.
- Created a year-long, multidisciplinary "adopt-a-tree" lesson in which students regularly visited a local park and wrote poems about a tree (reading), estimated the number of leaves (math), and described seasonal changes (science).
- Introduced a "peace table" strategy to assist students with conflict resolution and encouraged them to take responsibility for behaviors and their consequences.
- Encouraged interest in reading by having students dress up as their favorite book characters during Book Fair Week, an idea subsequently adopted by the entire faculty.
- Engaged in school-wide activities: directed spring variety show; volunteered to chaperone week-long overnight trip for older students; participated in Home School Association that focused on school's long-range fiscal planning needs.
- Participated in Core Evaluations and design and implementation of IEPs; adapted curriculum to accommodate a wide variety of special needs.
- Selected midyear to take charge of unfocused classes in transition following teacher's departure; successfully managed behavior problems and directed children's energy toward new learning activities.
- Participated in scoring the Early Childhood writing samples for the Massachusetts Teachers Test.
- Prepared 7th graders for Massachusetts Comprehensive Assessment exam in urban middle school; student scores exceeded average scores for the district.

Combination. *Wendy Gelberg, Needham, Massachusetts*

This applicant had a number of short-term jobs because of various budget cuts, not performance issues. The writer focused instead on the teacher's exceptional creativity. A combination

TEACHING EXPERIENCE

7th Grade Math Teacher—Kennedy Middle School, Brockton, MA 2002–present
Teach math to three classes ranging in size from 25–27 students, including several receiving special-education services, in urban, lower middle class, multicultural school setting. Incorporate writing exercises into math lessons as part of school's mission to foster literacy. Prepare students for statewide testing. Provide after-school academic support in reading for 6th grade and tutor an 8th grade student in all subject areas.

Kindergarten Teacher—St. Mary's School, Brockton, MA 2001–2002
Taught full-day class of 20 kindergartners from multicultural backgrounds in private parochial school. Developed and implemented curriculum in all subject areas, assessed student development, and made recommendations to implement services from outside sources when necessary.

Kindergarten Teacher—South Street School, Hyde Park, MA 2000–2001
Hired to take charge of full-day kindergarten class during teacher's extended absence. Established order and planned and taught lessons in all subject areas. Maintained ongoing communication with students' families.

Grade 2 Teacher (Clinical Practicum)—M.L. King School, Boston, MA Fall 1999
Taught an inclusive, multicultural second grade classroom. Prepared lessons in reading, language arts, math, science, and social studies, using whole group and small group activities and tailoring curriculum to meet individual needs. Implemented objectives identified in IEPs.

Grade 3 Teacher (Provisional Practicum)—O'Brien School, Boston, MA Spring 1999
Planned and implemented curriculum for reading, language arts, math, social studies, and science for students of varying abilities in multicultural setting.

Substitute Teacher—Boston and Chelsea Public Schools 1997–1999

EDUCATION/CERTIFICATION

M.A.T., Early Childhood Education, Simmons College, Boston, MA
B.A., Psychology, Wheaton College, Norton, MA

Certification: Standard, Early Childhood Education (K–8).

format brings together many innovative and effective lesson plans, classroom management strategies, and other activities all in one section to demonstrate the teacher's effectiveness. The principal's quotation introduces that notion, and the achievements reinforce it.

LAURA COLBOURN

45 Leicester Court, Apt. 5 • Matawan, NJ 07747 • lcolbourn@aol.com
732.566.6883 Home • 732-566-6723 Cell

EARLY CHILDHOOD EDUCATION ~ PRIMARY GRADE SCHOOL ~ PRE-K *Classroom Teacher ~ Teacher Mentor ~ Literary Teacher*

Gifted teacher with 13 years of knowledge and experience teaching pre-K and early childhood education in multicultural classroom settings. Stellar reputation for developing and implementing classroom management and lesson plans promoting individuality, student growth, and positive reinforcement. Served as teacher-mentor and professional supervisor. Enjoyed sharing creative endeavors with colleagues and working as part of an educational and community team for children in the district. Detailed professional possessing compassion, enthusiasm, excellent listening and communication skills, a love of children, and a sense of humor and delight in students' day-to-day activities. Committed to professional ethics and standards of practice.

Educational Competencies:

- | | | |
|--------------------------------|--------------------------------|------------------------------|
| ▪ Classroom Instruction | ▪ Artistic Expression | ▪ Supervision |
| ▪ Parenting Skills | ▪ Family Involvement | ▪ Literacy in the Classroom |
| ▪ Classroom Management | ▪ Public & Community Relations | ▪ Team Building & Leadership |
| ▪ Setting & Implementing Goals | ▪ Organization | ▪ Research |
| ▪ Administrative Management | ▪ Grant Writing | ▪ Problem Solving |

Curriculum & Assessment Tools:

New Jersey Core Curriculum	Educational Standards & Expectations
Whole-Language Approach	Success for All Curricula
Journey into Math Computer Curriculum	Curriculum Enrichment
Individualized Instruction	Looping Program
ELAS Assessment	Standardized Testing

PROFESSIONAL EXPERIENCE

TEACHER, PRE-KINDERGARTEN, 2002 to Present

TEDDY BEAR PRESCHOOL CENTER, EDUCATION EARLY CHILDHOOD CONSORTIUM,
METUCHEN BOARD OF EDUCATION—Metuchen, NJ

Teach in a special program implemented in Metuchen, helping children explore interests, develop talents and independence, build self-esteem, and learn how to function with others in a child-centered environment. Implement curriculum designed to stimulate children's physical, emotional, intellectual, and social growth. Assess children to evaluate their progress and discuss with parents their involvement in the educational and developmental process. Work with ELAS Assessment Tool.

Selected Achievements:

- Chosen to participate in both the standard and pilot Looping Program as the result of extensive teaching experience.
- Currently undergoing training in Positive Behavior Support (PBS) Program, a process that gives teachers and families a way to understand and address persistent challenging behaviors by focusing on purpose of behavior and using positive strategies.
- Selected to attend monthly workshops and facilitate a workshop on "Transitions in the Classroom."
- Consistently receive positive written and verbal feedback from parents regarding classroom teaching and mentoring methodology and its success with students' learning experience.

Combination. *Beverley and Mitchell I. Baskin, Marlboro, New Jersey*

Various horizontal lines make the different sections of this resume visible at a glance. The reader therefore can gain a quick overview of the resume's design. Centered headings further enable

LAURA COLBOURN

Page 2

HEAD TEACHER, TODDLER PROGRAM, 2000 to 2001

GREEN PINES CHILD CENTER—Monroe, NJ

Planned and implemented curriculum geared toward toddlers to academically prepare them for kindergarten and provide opportunity for development of socialization skills. Utilized a broad range of instructional techniques. Supervised group teachers and teacher's assistants.

Selected accomplishments:

- Promoted two levels from Teacher's Assistant following Head Teacher's departure in 2000.
- Exemplified innate ability to understand and motivate children in a learning environment.

TEACHER, PRE-KINDERGARTEN, 1994 to 1996

THE SPOTSWOOD PRE-SCHOOL—Spotswood, NJ

Developed and executed lesson plans featuring age-appropriate activities geared toward stimulating the interests of children. Cultivated a warm, supportive environment for developing emotional and social growth. Provided guidance and feedback to working parents.

Selected accomplishments:

- Played a key role in conjunction with Kindergarten Teacher to create preschool literacy program.
- Performed effectively as both an autonomous, self-motivated individual and active, contributing team member.

TEACHER, SUPERSTART PRE-KINDERGARTEN

SUMMER SCHOOL TEACHER FOR FIRST GRADE AND KINDERGARTEN, 1990 to 1994

NEW YORK CITY BOARD OF EDUCATION PUBLIC SCHOOL 208—New York, NY

Taught SuperStart Program based on the Head Start model. Collaborated with family worker, social worker, teacher mentor, and paraprofessional to meet the individual needs of students and their families. Reported to Principal.

EDUCATIONAL BACKGROUND

BROOKLYN COLLEGE—Brooklyn, NY

Master of Science in Early Childhood Education (1991); Bachelor of Arts in Psychology (1988)

Licensure:

New Jersey Elementary Education License (including preschool); Early Childhood Education License, New York

Professional Affiliation:

National Association for the Education of the Young (NAEY)

Languages:

Working knowledge of Spanish and Italian

Special Achievements:

Abbott Preschool Incentive Award; Impact II Adaptor Grant

Computer Skills:

Microsoft Word, Microsoft Excel, Internet research, e-mail

~ Excellent references provided upon request ~

the reader to skim down the center of each page and assess quickly the direction and scope of the resume's content. More than half of the first page indicates the applicant's impressive experience and skills. Bold and italic side headings call attention to selected achievements and accomplishments.

Barbara Joanne Blake *B.A., B.Ed.*

2222 Augusta View S.W.
 Pinehurst, Alberta A1A 1A1
 Phone: (444) 222-8888

**Visual Arts Teacher***Intermediate & Senior*

...

"Mrs. Blake is one of the most outstanding teachers I have met in my 22 years of teaching."

...

"She demonstrates an enthusiasm for the subject matter which is infectious."

...

"Barbara's creative mind, knowledge, and teaching ability combine to produce student work that is totally reflective of the keen interest, desire, knowledge, and skill level she has developed in her students."

Creative and dedicated Visual Arts teacher committed to creating meaningful and stimulating art programmes to improve students' ability, creativity, appreciation, perception, awareness, concentration, confidence, and motivation. Exhaustive teaching experience in a wide range of visual media. Skilled in designing arts programs to complement core courses. Able to inspire children to stretch themselves and their work. Extensive leadership experience in school, volunteer, and community activities.

Teachable media include basic and advanced programs in

- Clay
- Free Form
- Group of Seven / Inuit Art
- Paint / Pencil
- Mixed Media
- Van Gogh
- Wire Sculpture
- Photography
- War / Militaria

EDUCATION & PROFESSIONAL DEVELOPMENT

Visual Arts—Part 3, Specialist

Integrated Arts

Meaningful Activities to Generate Interesting Classrooms

English as a Second Language—Part 1

Canadian Art History

B.Ed.—Visual Arts 2 / School Librarianship

B.A.—Fine Arts

OISE, University of Augusta

Ontario Arts Education Institute

O.P.S.T.F.

Pinehurst University

University of Ontario

University of Ontario

University of Manitoba

TEACHING EXPERIENCE

Developed and implemented dynamic lessons designed to teach a rich variety of artistic techniques, appeal to multiple intelligences, and enrich student learning. Established dynamic learning environments that highlight student work and stimulate creative expression. Introduced and led Intermediate art clubs ("Creatots") that allowed students to create art projects for school and charitable initiatives (posters, play backdrops, etc.).

Placements include the following:

Bayridge Hill Elementary School , Berry Hill, Ontario	1998–2006
Visual Arts Teacher —Grades 6, 7, & 8	
Holy Trinity Catholic School , Berry Hill, Ontario	Oct.–Nov. 1998
Visual Arts Teacher —Grades 9 to O.A.C.	
Bayridge Secondary School , Berry Hill, Ontario	1997–1998
Visual Arts Teacher —Grades 9 to O.A.C.	
Augusta Region Board of Education —Area Central	1994–1997
Occasional Teacher	
St. Avenue Secondary High School , Sarnia, Ontario	1980–1984
Visual Arts Teacher / Teacher-Librarian —Grades 9, 10, & 11	

Combination. *Ross Macpherson, Whitby, Ontario, Canada*

Quotations in the left column of each page acquaint the reader with the applicant's teaching abilities, enthusiasm, creativity, artistic skills, concern for students, effectiveness as a teacher,

Barbara Joan Blake

(444) 222-8888

Page 2

...

"Barbara uses her incredible ability as an artist and art teacher to affect every aspect of school life."

...

"[Barbara] has demonstrated extraordinary qualities of respect, dedication, and commitment to her students, to fellow human beings, and to her community."

...

"The work displayed consistently by her students is to be marvelled at!"

...

CURRICULUM DEVELOPMENT

- **Art Action Team: Augusta Region District School Board (ARDSB)**—Selected to participate in the planning and facilitation of art workshops for teachers across the board.
- **Van Gogh: A Guidebook for Looking at Art, Grades 1–8**—Worked with ARDSB Art Consultant to develop an integrated curriculum kit on Vincent Van Gogh, including history, books, materials, prints, and activities.
- **Teach Art 3: A Visual Arts Curriculum Guide**—Invited by Heather Hearst to participate in focus group contributing to the development of a Grade 3 Art curriculum.
- **Outcome-Based Learning Study Team**—Served as Art Representative on school committee developing an outcome-based learning curriculum.

ARTS ADVOCACY

- Developed and directed **Arts Alive: Series 2007 Performing Arts Programme for Junior Kindergarten–Grade 8**.
- Coordinated **Careers in Art** After-School Speakers Series.
- Coordinated **Portraits of Our Past Art Show** in partnership with the Town of Berry Hill Heritage Centre.
- Coordinated Annual **Celebrate the Arts Night**.
- Presenter: Outdoor Education Weekend (Topic: Natural Dyes).

SCHOOL & BOARD COMMITTEE INVOLVEMENT

- 10th Anniversary Committee (school mural)—Bayridge Hill Elementary School.
- Member of ARTSLINK Action Team Committee (ARDSB Millennium Project)—Secured Federal funding for program and coordinated school art shows board-wide.
- Committee Representative—ARDSB *Together We're Better* Conference.
- Intermediate Division Career Day Committee.
- School Fundraising Committee.
- Arts Representative—Bayridge Hill Elementary School.
- Staff Representative—Bayridge Hill Community School Advisory Council.
- Anti-Bullying Conference—Staff Support.

EXTRACURRICULAR INVOLVEMENT

- Coordinated the Alternate Winter Sport Activity Program.
- Decorated display cases and bulletin boards to showcase student artwork and holiday themes.
- Annual Graduation Exercises Committee Coordinator (decorations).
- Coordinated art displays for Education Week.
- Volunteer Teacher (after hours)—Inuit presentations, watercolours, clay.

PUBLISHED ARTICLES

"CIA: 'Careers in Art' Program" – **Teachers Resource** (Curriculum & Instructional Services), ARDSB, Fall 2003.

helpfulness as a team player, global altruism, and positive influence on others. Such testimonials support all the factual data in the resume and help portray the applicant as the one to consider seriously for a job opening. The easel graphic at the top of the first page prints in color. The applicant's contributions "were so

...

"[Barbara] is a fabulous team player and always looks for ways to help her colleagues. She has the biggest heart of anyone (save my immediate family) that I know."

...

"Under her leadership and direction staff, students, and parents have increased their knowledge of the plight of those less fortunate in other parts of the world."

...

"Barbara is a talented, dependable, knowledgeable, reliable, caring individual who continues to have a positive effect on those with whom she works and lives."

...

CHARITABLE / VOLUNTEER CONTRIBUTIONS (ACADEMIC)

- **Washington Hospital Burn Center Project**—Spearheaded a student relief project supporting victims of the September 11 Pentagon attack. Student contribution published in *Center Profiles*, the Washington Hospital magazine.
- **Canadian Feed the Children: Sierra Leone, Africa Project**—Coordinated school-wide initiative that provided 100+ knapsacks full of school supplies to children in Sierra Leone.
- **Project Love**—Created and led program that provided school supplies to schools in Ghana and Senegal.
- **Operation Shoebox: Covenant House**—Conceived and led a successful school-wide initiative that supplied 300+ shoeboxes of personal items to street children.
- **Help the Afghan Children**—Coordinated program to sell snacks during lunch period ("Loonie Tuesdays"). All proceeds quadrupled by CIDA and donated to World Vision.
- **Warm Hands Warm Hearts**—Initiated school program to collect winter clothing for Salvation Army.

CHARITABLE / VOLUNTEER CONTRIBUTIONS (NON-ACADEMIC)

- **Royal Canadian Air Cadets: 234 Banshee Squadron**—Clothing Coordinator, Parent Volunteer, and member of 30th Anniversary Committee.
- **Deer Creek Alliance Church, Deer Creek, Ontario**—Special Events Committee Member, Sunday School Teacher, and Coordinator of Grade 6 Sunday School Puppetry Program.
- **Augusta Region Skating Academy Winter Club**—Member of Board of Directors responsible for all publicity and communications.
- **Canadian Figure Skating Association, Central Augusta Section**—Developed and produced the programme booklet for the Sundial Sectional Championship (1998).
- **The Christian Alliance Church of Canada**—Created all conference stage decorations for the 10th Biannual National Assembly.
- **Bayridge Hill Elementary School**—Past President of parent-teacher liaison group (Partners in Education).

PERSONAL ACTIVITIES

Enjoy learning new crafts (calligraphy, stained glass, fabric arts, quilting), walking, and biking.

impressive that three pages were easily justified." If the writer had kept the resume to two pages, the employer would not get to read about the person's charitable/volunteer work—information that is as diverse as it is impressive.



Jeremy Cloud

Current Address: 125 West Gibbs Street • Shade, Ohio 45701 • 740.696.0000

Permanent Address: 231 Louise Avenue • Racine, Ohio 45771 • 740.949.0000

High School Science Teacher

"Jeremy will make a great teacher ... builds great rapport with the students ... makes learning fun!"

— Sally Ball, Biology Teacher, Shade High School

PROFILE

Enthusiastic educator with an avid interest in all areas of science. Offering a solid educational background, including degree in Secondary Life Science as well as certifications in Project Wild and Project Learning Tree. Computer proficient. Seeking a high school teaching position with an interest in coaching track/cross country and/or advising extracurricular clubs.

EDUCATION & HONORS

OHIO UNIVERSITY, Athens, Ohio (June 2004)

Bachelor's Degree in Secondary Life Science

Major GPA: 3.24 • Dean's List

Relevant Courses

Microbiology ... Physics ... Chemistry ... Biology ... Plant Physiology ... Evolution

Certifications

Certified in Project Wild

- Interdisciplinary conservation and environment education program exploring wildlife; supported by natural resource agencies

Certified in Project Learning Tree

- Interdisciplinary environmental education program for educators working with students in Pre-K through Grade 12 focusing on the total environment: land, air, and water

RELEVANT EXPERIENCE

Student Teacher—NELSONVILLE-YORK HIGH SCHOOL, Buchtel, Ohio (April 2003–present)

- Develop and implement lesson plans for anatomy, physiology, and biology classes

Tutor—PHILLIPS CENTER, Ohio University, Athens, Ohio (September–November 2002)

- Effectively tutored student athletes in math, chemistry, and geology, resulting in improved test scores

ADDITIONAL WORK EXPERIENCE

Student Worker—BROMLEY DINING HALL, Ohio University, Athens, Ohio (June 2002–March 2003)

- Utilized strong work ethic and excellent interpersonal communication skills while rotating through various areas of dining hall

Cashier/Baker—BRITISH PETROLEUM (BP), Bellevue, Ohio (Academic Breaks, October 2000–January 2002)

- Performed a variety of duties with strong focus on providing superior customer service

Lifeguard—CEDAR POINT AMUSEMENT PARK, Sandusky, Ohio (June–September 2000)

- Ensured safety of guests; responded successfully to a spinal-injury emergency

Combination. *Melissa L. Kasler, Athens, Ohio*

This person was a new graduate with a teaching degree. The cloud graphic was relevant to his last name and goal of science teaching. The graphic got many good comments, and the applicant got a quick job offer.

(555) 555-5555 (H)

MARIA M. LEAL555 Quad Street, Prairie Stream, Texas 55555
mariamleal@mindspring.net

(555) 555-0000 (C)

INSTRUCTIONAL ADMINISTRATOR**HIGHLIGHTS OF QUALIFICATIONS**

- Master of Education in Educational Leadership from Greater Texas University, 2004
- Principal internship at Heartgood Elementary School, Spring 2004
- Thirteen years of teaching experience in a Title I School
- Expertise in elementary math curriculum, including cross-curricular integration, whole language, hands-on science, and math manipulatives
- Peer coaching/mentoring/team teaching experience
- Active participant in writing campus improvement plan, scheduling events, issuing waivers, writing grants, and projecting/preparing budgets
- Successful interaction with LEP, special needs, at-risk, and multicultural students
- Adept at building rapport with administrators, teachers, staff members, and students
- Proficient in both Mac and Windows-based computers
- Bilingual in English and Spanish

CERTIFICATIONS

- Mid-Management/Texas Principal Certification, 2003–Current
- Texas Teacher Certification (1st–8th Grades), Lifetime

TEACHING EXPERIENCE**HEARTGOOD ELEMENTARY SCHOOL**, Prairie Stream Independent School District, Prairie Stream, Texas **1990–present***Principal Internship (2006–2007)**Math Specialist, K–6 (2000–2006)**Self-Contained 3rd-Grade Teacher (all subjects) (1998–2000)**4th-Grade Math Teacher (1995–1998)**2nd - and 3rd - Grade Teacher (16 gifted students) (1994–1995)**Self-Contained 2nd-Grade Teacher (all subjects) (1990–1994)*

Increased learning and TAAS/TAKS scores in self-contained and departmentalized classes using manipulatives, cooperative learning, hands-on activities, literature, thematic units, tutoring, and integrated subjects. Monitor math curriculum/instruction. Coach Creative Problem Solving Teams (previously Odyssey of the Mind) in grades 5–7. Taught and monitored gifted and talented students in grades K–6. Analyzed and disaggregated data from Benchmark Tests/Six Weeks Assessments, adjusting and modifying instruction to meet students' needs.

Key Contributions:

- Frequently assume administrator's duties (discipline, ARD meetings, parent conferences, etc.), 1999–present
- Assist instructional specialists on district/school Benchmarks and TAAS/TAKS testing, 1999–present
- Organized and directed staff development training, 2000–2003
- Advanced Creative Problem Solving Teams to State Destination Imagination Competition, 2001, 2002, 2004; and to Global Finals, 2002
- Coordinate STARS (Student, Teachers Achieving Reading Success) Reading Mentor Program, 2000–2004; tutor participants
- Coordinated and scheduled school-wide TAAS/TAKS Tutoring Program, 1997–2003
- Assist Lego Team coach, 2001–present; and organized Summer Lego Academy, Summers 2002 and 2003
- Collaborated with two other teachers to restructure 1st-grade math curricula consistent with Sharon Wells 2nd–6th-grade spiral curriculum, 2001
- Mentored and tutored students in HOSTS Program, 1998–2000
- Scored into the 90th percentile on TAAS (a record for Heartgood), 1998

58**Combination.** *Edith A. Rische, Lubbock, Texas*

The individual was a highly successful teacher applying for a principal position. A challenge for the writer was to condense a vast amount of information into two pages. There was room for

Maria Leal

Page 2

ACADEMIC BACKGROUND

Master of Education in Educational Leadership, 2003, Greater Texas University, Prairie Stream, Texas
Mid-Management/Principal Certification

Master of Education in Elementary Education, 2001, Greater Texas University, Prairie Stream, Texas
Area of Specialization: Elementary Math

Bachelor of Science in Elementary Education, 1995, Greater Texas University, Prairie Stream, Texas
Area of Specialization: Elementary Reading

PROFESSIONAL DEVELOPMENT

- Sharon Wells Mathematics Curriculum Training (Grades 2–6), 1994–present
 - Dual Language Training, 2002–present
 - Gifted and Talented Update Training, 1999–present
 - National Council of Teachers of Mathematics Conference, 2003, 2004
 - Writing TAKS Training, January 2004
 - Professional Development and Appraisal System (PDAS), June 2003
 - Instructional Leadership Development, June 2004
 - Math Academy for 5th and 6th Grades, August 2003
 - Math TAKS Training, August 2003
 - Reading TAKS Training, August 2003
 - Conference for the Advancement of Mathematics Teaching, 1997–2003
 - D-TEACH, Robo Lab Academy at University of Central Texas, Summer 2001
 - Character Counts Training, 2002–2003
 - Data Desegregation Training, Beth Manning, 1999–2004
 - Gifted and Talented Students in the Regular Classroom, 2003
 - PSISD Legal Issues Training, November 2000
 - Captain Area Writing/Reading Summer Institute, June 2000
 - Doing Math the Science Way, July 1999 and 2000
-

PROFESSIONAL ORGANIZATIONS

- Texas Council of Teachers of Mathematics, 2003–present
 - National Council for Teachers of Mathematics, 2001–present
 - Texas Classroom Teachers Association, 1995–present
 - Prairie Springs Classroom Teachers Association, 1995–present
-

SELECTED EXTENDED PROFESSIONAL ACTIVITIES

- Lubbock Classroom Teachers Association, Faculty Representative, 2000–present
 - Lubbock Classroom Teachers Association Conference Delegate, 2000, 2002, 2003, 2004
 - Destination Imagination Intermediate Coach and Building Liaison, 2001–present
 - Family Math Learning Night Committee/Chairperson, 2001–present
 - Math Committee Chairperson, 1999–present
 - Harwell Cheerleader Sponsor, 1999–present
 - TAAS Building Co-liaison, 2000–2003
-

SELECTED CIVIC ACTIVITIES

- Member, Hispanic League of Prairie Springs, 2001–present
 - Super Seller, Holiday Fair, 2002
- Member, Hispanic Association of Women, 1999–present
 - President, 2003–2004
 - President-Elect, 2002–2003
- Board Member, Heartgood Neighborhood Association, 2003–present
- Co-coordinator, United Way Campaign, Heartgood Elementary, 2001–present
- Student Council Sponsor, 2000–2003

only selected community activities. An additional challenge was to combine 16 years of service at one school into a compact, reader-friendly format. As in many executive resumes, this feat is accomplished through smaller type, wider lines, and less line spacing. See Cover Letter 20.

BERNADETTE JACKSON

77 Lincoln Avenue • Salt Lake City, UT 55555 • (555) 222-0000 • BJ12@educspecialist.edu

Position of Interest: **EARLY CHILDHOOD SPECIALIST**

Profile: Dedicated, resourceful, and passionate education professional with an accomplished career promoting quality education in the capacities of Elementary School Teacher and Early Childhood Resource Specialist.

Strengths: Administrative Acumen, Turnkey Training, Curriculum Development and Implementation, School- and District-wide Program Planning, School Improvement Initiatives, Student-Teacher Support, Classroom Teaching, Grant Writing, and Committee Involvement.

EDUCATION

City University of Utah—**Master of Arts in Elementary Education, 1994**
 St. John's College for Women—**Bachelor of Arts, 1964**

LICENSES & CERTIFICATIONS

State of Utah Certified—**Certification for Administration and Supervision, 2002**
 Utah State Licensed—**Early Childhood and Common Branches, 2002**

PROFESSIONAL EXPERIENCE**TURNKEY TRAINING**

- Upon inception of Utah's Primary Standards in English Language Arts, served as a Turnkey Trainer for District 35 elementary schools.
- Attended grade-level conferences and presented new curriculums to district-wide faculty members.
- Provided teachers with practical strategies for differentiated lesson plans and multidisciplinary thematic units.
- Linked teachers with the Early Childhood Literacy Assessment System (ECLAS) as a vital assessment tool.
- Conducted one-to-one in-class demonstrations to familiarize teachers with lesson-specific materials, new teaching standards, and effective implementation techniques.
- Communicate with teachers to monitor developments in Language Arts and Social Studies while ensuring the effective application of teaching methods to accommodate classroom size and ethnic composition.

CURRICULUM & EDUCATIONAL PROGRAM DEVELOPMENT

- Formulated a Music- and Art-based program designed to teach Language Arts skills to a non-English-speaking student population from more than 40 countries (pre-Kindergarten through third grade).
- Developed a Whole Language Reading curriculum based on Scott Foresman's *Celebrate Reading* series.
- Guided the implementation of numerous parent-school communication programs.
- Developed and implemented a parent workshop, *Literacy Centers: What They Are and What They Teach*.
- PTA President's Council Evening Meetings: Conducted *Learning Math Through the Use of Manipulatives*.
- Designed monthly workshops for pre-Kindergarten teachers, educational assistants, and family assistants.

WORKSHOP DEVELOPMENT & COORDINATION

- Teaching Math through Music, Utah Early Childhood Conference, 2001
- Parent workshop: *When Will Your Child Read?* 2001
- Music workshop to facilitate reading, math, social studies, science, art, and music lessons, 2000
- Open-ended art workshop for pre-Kindergarten teachers at the school-wide level, 1999
- Early Childhood Literacy for Teachers, Kindergarten through Second Grade, 1997
- Good Literature Promotes a Love of Reading and Increases Skills for Teachers, 1996
- Training Kindergarten teachers to use new literature-based reading series, 1994
- ESL Trends, Methods, and Materials for Kindergarten Teachers, Kingsbridge Community College, 1990

— continued —

Combination. *Ann Baehr, East Islip, New York*

The applicant had an extensive career in progressively responsible positions. The writer used functional sections to focus on select areas of interest right away. This resume helped the job

BERNADETTE JACKSON

Page 2

OVERSEAS TRAVEL & EXPERIENCE*England, France, Switzerland, Austria, Germany, Greece, Turkey, South Africa, India, and Nepal***Hazleton Scholarship, Summer Seminar Program, India, and Nepal, 2001**

- Traveled across India, from New Delhi to Calcutta, and Nepal, receiving a hands-on education in broad aspects of various political systems, government structures, educational systems, sciences, art, music, customs, and traditions reflected in a social studies curriculum project developed upon return to the U.S.

Delegate Member, Citizen Ambassador Program, South Africa, 1996

- Attended workshops with South African teachers, administrators, and government officials.
- Conducted a workshop in Cape Town for teachers with more than 80 students.
- Successfully proposed the reassignment of classes to achieve a 1:20 student-teacher ratio; the Buddy System; cooperative learning; Family Literacy; and English as a Second Language for parents.
- Nominated as a member of the South African–American Early Childhood Congress.

COMMITTEE INVOLVEMENT**Chairperson, On-site Planning Committee, District 35, 1985–1998**

- Spearheaded a one-year team effort to improve reading scores across all grade levels.
 - Led teams in the development and implementation of test sophistication materials designed to identify and evaluate the source of individual learning deficiencies with a focus on skill mastery.
 - **Successfully increased the school's reading scores by 14%.**
- Encouraged parents' participation on a daily basis and at meetings to share information and elicit valuable suggestions having an impact on the development of school-wide programs.

Member, Parents Advisory Committee, District 35, 1998–2002**Member, Early Childhood Community Coordination Committee, District 35, 1998–2002****Chairperson, Social Committee, District 35, 1987–1998****CAREER CHRONOLOGY*****District 35, Salt Lake City, Utah***

Early Childhood Resources Specialist, 1998–present

Public School 27, Salt Lake City, Utah

Teacher, Early Childhood Literacy through the Arts, 1997–1998

All-Day Kindergarten Teacher, 1990–1996

Second-Grade Teacher, 1986–1990

All-Day Kindergarten Teacher, 1984–1985

Public School 12, Salt Lake City, Utah

All-Day Kindergarten Teacher, 1983–1984

Second-Grade Teacher, 1982–1983

Vocal Music Teacher, Second through Sixth Grades, 1978–1982

First-Grade Teacher, 1974–1978

GRANT WRITING

President's Grant, Schoolyard Playground

Charlotte Hill Grant, School Band

\$10,000 Implementation Grant for School Improvement Plans: Reading and Math Workbooks, K–6

seeker get a higher position in a tight market. Professional experience is clustered under three side headings, making it easier for the reader to comprehend the range of experience. The Overseas Travel & Experience, Committee Involvement, and Grant Writing sections are substantial additions.

TAYLOR RAINE

123 SUNNY KNOLL REST ■ POUGHKEEPSIE, NY 00000 ■ (555) 555-5555 ■ TAYLORRAINE@YAHOO.COM

PSYCHOLOGY PROFESSIONAL*Offering a well-integrated theoretical perspective, proven investigative skills and a strong interest in treatment research***PROFESSIONAL PROFILE**

- > Well-developed field research competence with adolescents, teens and other special populations
- > Demonstrated ability to conduct a full range of in-depth assessments in an effort to establish baseline data
- > Able to gather facts from a variety of sources and derive keen insights from seemingly disparate pieces of information
- > Knowledgeable of developmental psychology and the specific levels of cognitive functioning for children of various ages

AREAS OF EXPERIENCE & STRENGTH

- > Lesson Design & Development / Case Management
Interdisciplinary Collaboration / Teaching
- > Psycho-educational Evaluations / Developmentally
Appropriate Interventions / Program Evaluation
- > Empirical & Survey Research / Complex Data Analyses
Policy Research / Evaluation Research Methods
- > Group, Individual & Family Counseling / Program
Development / Assessment & Treatment Planning

EDUCATION & CREDENTIALS**EDUCATION**

James Madison University, Harrisonburg, VA
Doctor of Philosophy in Psychology (ABD)
 Concentration: Health Psychology (2004)

Vassar College, Poughkeepsie, NY
Advanced Certificate in School Psychology (1998)
M.A. in Community & Counseling Psychology (1995)
 Magna cum Laude

Mercy College, Dobbs Ferry, NY
B.A. in Psychology (1990), Summa cum Laude

DISSERTATION

Social Aspects of Childhood Obesity
 Conducting research within a naturalistic setting

MULTICULTURAL INTERNSHIP / RESEARCH PROJECT

University of South Carolina, Columbia, SC (1998)
 - Assigned to Bureau of Indian Affairs School, New Mexico
 - Conducted holistic assessments of Native American youth

ADDITIONAL CERTIFICATIONS

Health & Fitness Instructor, American College of Sports Med.
Personal Trainer, National Strength & Conditioning Assoc.

PROFESSIONAL EXPERIENCE**Herkimer County Community College, Herkimer, NY****2000 TO PRESENT****Adjunct Instructor**

Develop and instruct General Psychology courses. Secure guest speakers, participate in departmental and college activities, develop/integrate departmental curriculum and mentor/advice students. Devise weekly lessons that address current issues and perspectives in psychological science. Strive to maintain a thorough knowledge of instructional standards, practices and methodologies for adult learners.

Mohawk Central School District, Mohawk, NY**1999 TO 2000****School Psychologist**

Served grades K-12 in a rural setting, working closely with parents, teachers, administrators and community agencies to identify needs through evaluation of skills, intellectual function, social adjustment and emotional development. Daily responsibilities also included crisis intervention. Served as a mentor to the special education staff and helped guide staff and families through complex system procedures. Also worked with learning specialists, testing experts and administrators to help ensure that the school operated within district guidelines and state mandates.

Combination. *Kristin M. Coleman, Poughkeepsie, New York*

Careful formatting makes this full, two-page resume easy to read. The writer achieves readability through smaller font sizes, narrower left and right margins, two-column arrangements, and

Taylor Raine

Page Two

PROFESSIONAL EXPERIENCE CONTINUED

Horry County School District, Conway, SC**1995 TO 1996****School Psychologist**

Conducted psychological assessments of populations ranging from conduct disorders through developmentally disabled. Worked with students in kindergarten through junior high. Collaborated extensively with parents, teachers and community agencies to identify needs. Provided individual counseling to children and families on a full range of human issues from behavioral noncompliance to sexual abuse. Chaired the Committee on Special Education staffing initiatives.

Arlington Central School District, Poughkeepsie, NY**1994 TO 1995****School Psychologist (Internship)**

Gained experience in a broad range of clinical case issues. Some cases required well-coordinated treatment programs that addressed the children's multiple and complex needs. Also gained experience with a variety of interventions, including functional behavior assessment, behavior intervention plans (classroom wide and individual), counseling and instructional modification.

New York State Regional Office of Mental Health, New Paltz, NY**1988 TO 1994****Residential Treatment Facility Case Manager (Guidance Center)**

Facilitated referrals from schools, social services and psychiatric hospitals within a seven-county region. Coordinated and chaired regional preadmission and Certification Committee to determine eligibility for youth going into residential treatment facilities. Established therapeutic relationships with adolescent and young-adult inpatients. Maintained frequent contact with families in order to educate parents about the condition of their children and to reinforce the child's progress and strengthen connections between the child and family members. Scheduled, administered, formulated and reviewed assessment reports, ensuring that activities and specific goals were executed.

New York State Assembly / Speaker's Regional Office, Utica, NY**1987 TO 1988****Legislative Coordinator (Internship)**

Conducted intensive and complex research on locally and nationally available services for children with serious mental illnesses. Research was used to support the Assembly Standing Committee on Mental Hygiene's efforts to pass Assembly Bill #7604. Provided a well-coordinated and comprehensive study, which examined the types of training, support and resources necessary for seriously mentally ill children. Praised for diligence and quality work. Received an outstanding letter of recommendation.

COMMUNITY WORK / PROFESSIONAL AFFILIATIONS

- > American Psychological Association, *Student Member*
 > Multiple Sclerosis Society, New York Chapter, *Volunteer*
- > New York State Corp of Cadets Program, *Volunteer; 1 year*
 > Office of Children and Family Services, *Volunteer; 1 year*

ADDITIONAL INFORMATION

- > Computer Literate: MS Word / WordPerfect / SPSS
 > Presently studying the Arabic language
- > United States Army Reserve Officer, Field Medical Assistant
 > New York State Air National Guard, Avionics Apprentice

adequate white space throughout. Boldfacing and underlining help important information stand out. For example, once you realize that a job position in the Professional Experience section is bold and underlined, you can look for that kind of enhancement and see other job positions easily.

ELANA M. AVILES

555 Lakeview Drive • Wyandotte, Michigan 55555

(555) 555-5555 • eaviles@email.usa

DEDICATED TEACHING PROFESSIONAL—Proven ability to establish a positive classroom environment that promotes personal growth, self-confidence, and self-worth. Quickly builds rapport and trust with students, forms solid student/teacher relationships, and creates an atmosphere that promotes continued learning and a desire to establish and reach personal academic goals.

**STRATEGIC LESSON PLANNING • CLASSROOM MANAGEMENT • ACADEMIC GOAL- SETTING
TEACHER / STUDENT / PARENT RELATIONSHIPS**

"Ms. Aviles has demonstrated her ability to manage the classroom, design appropriate lesson plans, and provide a positive learning environment. Her caring personality was a key element in encouraging success in every student. She also made necessary accommodations when teaching to meet the individual needs of every child in the classroom." —**K. Jones, Teaching Professional (Grade 1)**—Local Elementary School

EDUCATION / CERTIFICATIONS

EASTERN MICHIGAN UNIVERSITY—Ypsilanti, Michigan

Bachelor of Science, Elementary Education, 2005 ~*Dean's List (Multiple Terms)*, 2001–2005








State of Michigan Certifications: K–5, 2005; Science Subject Area—Grades 6–8, 2006

PROFESSIONAL AFFILIATIONS

National Education Association—Michigan Education Association—Member, 2003–Present




Michigan Science Teachers Association—Member, 2005–Present

QUALIFICATIONS SUMMARY

-  Proficient in creating, implementing, and managing effective learning programs by organizing and delivering lesson plans that encourage student participation.
-  Skilled in core curriculum development to improve student learning at various academic levels.
-  Communicate effectively and provide support and encouragement to inspire self-confidence and motivate students to attain personal scholastic goals.
-  Present learning materials in small segments and explain subject matters in a comprehensible manner to maintain classroom attention as well as one-on-one teaching through individual tutoring sessions.
-  Strong ability to develop innovative learning units that stimulate in-depth learning and discovery of uncovered topics in subject areas.
-  Provide parents with classroom activity information and tactics to inspire learning at home.
-  Proficient in Word, Excel, PowerPoint, Inspiration Software (Concept Mapping), Internet, and email.

CURRICULUM DEVELOPMENT

MAMMAL & REPTILE ANIMAL UNIT

-  Devised strategic learning methods for students to enhance characteristic knowledge of mammals and reptiles.
-  Structured animal unit across the curriculum and expanded knowledge by utilizing learning fundamentals from reading, writing, mathematics, science, social studies, and art.
-  Conducted pre- and post-assessments to determine student comprehension improvement.

61

Functional. *Maria E. Hebda, Trenton, Michigan*

The applicant recently graduated from college and wanted to begin her career as a teacher. She had little teaching experience and had no resume or cover letter. The writer used a functional

ELANA M. AVILES

(555) 555-5555 • eaviles@email.usa • Page 2

CURRICULUM DEVELOPMENT (Continued)**WEEKLY LEARNING CENTERS**

- 📖 Created 8 distinct learning centers that covered diverse subjects and offered strategic plans to strengthen skills in reading, writing, mathematics, language, spelling, listening, art, and computer technology.

STUDENT TEACHING & OUTSIDE WORKSHOPS

- 📖 Eastern Michigan University, 2005
Beginning the Teaching Profession / Classroom Management / Working with Parents
- 📖 Unlimited Home Improvements, 2004–2006
"Kids' Workshop"—Assisted children and parents with various building projects

MERIT AWARDS**UNLIMITED HOME IMPROVEMENTS**

- Awarded 5 Merit Badges: 2003–2006
Official recognition for providing exceptional customer service

EMPLOYMENT HISTORY*(Employed Full-Time & Part-Time During College)***UNLIMITED HOME IMPROVEMENTS—Wyandotte, Michigan, 4/2001–PRESENT**

- Full-Time & Part-Time Employment:
- Customer Service Representative (8/2002–Present)
- Cashier (4/2001–8/2002)

PRIVATE TUTOR—Trenton, Michigan, 6/2005–2/2006

- Reading / Writing Comprehension (Sessions Conducted Twice Weekly)
- Developed student's word recognition and writing skills utilizing various educational resources and accompanying workbooks to enhance reading level and writing development.

LOCAL ELEMENTARY SCHOOL—Wyandotte, Michigan, 1/2005–4/2005

- Full-Time Student Teacher, Grade 1

LEARNING CENTER FOR CHILDREN—Wyandotte, Michigan, 1/2000–4/2001

- Part-Time Employment: Daycare Provider

LOCAL HARDWARE COMPANY—Trenton, Michigan, 5/2000–4/2001

- Part-Time Employment: Cashier / Sales & Returns Associate

resume format to emphasize the person's teaching, communication, and relationship-building skills. The writer also drew attention to the applicant's talents in working well with children through individual attention and moral support to promote learning. See Cover Letter 13.

CHRIS CHAVEZ

55-555 Main Street • Honolulu, HI 00000
 Home: (808) 555-5555 • Office: (808) 555-5551, Ext. 555
 Cellular: (808) 555-5552 • E-mail: chavezc@coconut.org

**AREAS OF
EXPERTISE**

Human Behavior
 Adolescent Education
 Peer Education/
 Counseling
 Peer Counselor
 Training
 Service Learning
 Program
 Development
 Curriculum Planning
 Classroom
 Management
 Procedures Planning
 Parent/Student/
 Teacher Liaison
 Research
 Workshops/
 Seminars

*Relocating 6/2004
 to San Francisco, CA*

PROFESSIONAL EDUCATOR***Making a Difference in the Lives of School Children***

Dedicated educator seeking position as **Psychology Teacher**. 10+ years' related experience includes positions as high school counselor and teacher, substitute and volunteer teacher, and private tutor. Particularly adept at curriculum planning and program development. Task oriented. Solid organization and time-management skills.

M.S. in Educational Psychology • B.A. in Psychology

CAREER TRACK**Junior High Counselor/
Peer Education Teacher**

4/2000–Present

Pacific Rim Institute—Honolulu, HI

Accredited K–12 private institution for girls. Total enrollment 2,500.

Assist 375 students with transition to high school. Provide personal and social counseling in areas of academic progress, career awareness, peer conflict, and other adolescent challenges. Train peer counselors.

- Developed peer education and counseling program from scratch within 1 year. Teach entire curriculum. Foster sense of community awareness by incorporating service-learning program with Young Students Club of Honolulu. Program currently has active student peer counselors.
- Revised faculty grade-check procedures, including comprehensive follow-up system. Resulted in improved communication among faculty, students, and parents.
- Rewrote counseling procedures to conform to national standards of ASCA, ACA, and APA.

Substitute Teacher

1999/2000 school year

Island Substitute Services—Honolulu, HI

Functioned as "on-call" substitute. Reported to various private schools on island of Oahu. Assignments varied from 1 day to 3 weeks. Class sizes of 20 to 30.

- Consistently followed teachers' curriculum requests. Accepted all assignments offered. Earned reputation for reliability.
- Acquired valuable teaching experience through assignments in various school settings.

Career Track Continued on Page 2 ⇨

Combination. *Peter Hill, Honolulu, Hawaii*

The applicant, a counselor, was relocating to another part of the country and was seeking a position as a psychology teacher. The writer directs immediate attention to the individual's

CHRIS CHAVEZ

Page 2 of 2

EDUCATION**M.S. Degree,
Educational
Psychology**
3/2003Accredited Distance
Learning Program of
Chicago University—
Chicago, IL
* GPA 3.9/4.0**B.A. Degree,
Psychology**
1992Chicago University—
Chicago, IL
* GPA 4.0/4.0**COMPUTER
SKILLS**Internet, Outlook,
Outlook Express,
Eudora, Word,
Publisher, PowerPoint**Tutor**

1997/98 school year

Tutors-R-Us—Honolulu, HI

Worked one-on-one with home-schooled or struggling students (1st through 9th grades). Kept student records. Wrote progress reports for in-house and parent use.

- Developed strong time-management skills. Required to cover large amounts of material in limited time.
- Obtained functional one-to-one communication skills through contact with children of various ages.

Volunteer Teacher

1992–1996

California Unified School District—Vista, CA

Taught basic Spanish to 2nd- and 5th-graders. Wrote weekly newsletter for 2nd-grade class and organized all activities. Also volunteered as ESL instructor until full-time teacher was hired. Class sizes of up to 27.

* Previous experience as flight attendant with major airline.

PROFESSIONAL DEVELOPMENT

Career Assistance Training	2002
State Counselor Association Conference	2001
Peaceful Intervention	2001
Psychobiology of Mental Control	2000
Statewide Conference on Conflict Management	2000
Counselor Education, Hawaii University	1997
National Student Assistance Program	1996

CERTIFICATIONS

Hawaiian Private School Professional Academic Certificate	2000
Hawaii Department of Health Substance Abuse Prevention Partner	2000
Student Assistance Training Certification	1999

AFFILIATIONS

American Psychological Association
 American School Counselor Association
 Hawaii School Counselor Association
 American Counseling Association

formal education in psychology. The modified page border (not a full page) is attractive on both pages and unifies them visually. Shading in the left column on each page directs attention to Areas of Expertise on page one and to the Education and Computer Skills sections on page two.

Felicia Bowman

**Corporate Trainer
Available Immediately!**

Summary of Qualifications

- 1** Master's degree in Adult Education/Training with hands-on delivery and development
- 2** Experience in training and program development for major corporation
- 3** Delivered dozens of workshops for team building, technical training and other workplace topics
- 4** Conducted analysis of work teams and job & task components and presented findings
- 5** Excellent computer skills, including development of online training and tools
- 6** Member: ASTD (national and local), SHRM, and ISPI

555 Wilshire Road
Tampa, Florida 33624
(813) 555-0248
fbowman@hotmail.com

Educational History and Degrees

For Felicia Bowman

University of South Florida
*Adult Education-Training-Human
Resource Development, M.A.*
Tampa, Florida, 1998

University of South Florida
Psychology, B.A.
Tampa, Florida, 1995

Key Strengths

Creativity—Ability to create unique solutions, analogies and illustrations for complex problems

Patience—Ability to work with all departments with all levels of employees

Knowledge—Ability to use extensive insights in Adult Learners' understanding and information processing

Structured—Ability to plan and prepare programs and workshops in a long term, time-based critical path schedule in order to meet targeted launch dates

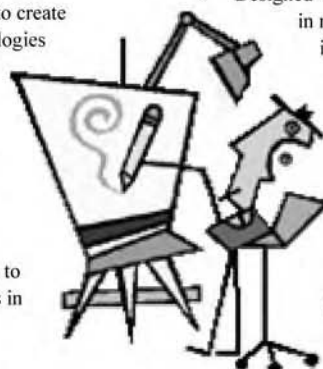
Communication—Ability to express complex ideas and important points in a way that is understandable and simple for the majority of Adult Learners

Professional Experience

**Training and Documentation
Specialist, Lockheed Martin**
Lakeland, Florida, 1999–Current

*Team member of highly creative
Training Group for corporate offices
and 3 major business sectors of this \$27
billion company.*

- ✓ Completed 12 major job and task analysis projects to document technical work processes.
- ✓ Designed 4 training programs, each in multiple forms of media, including the Internet, CD-ROM, PowerPoint and NetMeeting.
- ✓ Used interactive team development processes to assess the functionality of teams in the Shared Services division.
- ✓ Delivered 3 specialized training modules for highly technical computer systems.
- ✓ Facilitate team-building exercises, communication enhancement workshops and ongoing meeting facilitation.
- ✓ Offer constructive and strategic input on organizational structural changes.
- ✓ Participate in business development projects and strategic planning.



Continued on Page 2

Combination. Gail Frank, Tampa, Florida

This corporate trainer was looking for a nontraditional format for a traditionally worded resume. She wanted to stand out from the pack when applying for jobs through the local ASTD chapter

Corporate Trainer—Felicia Bowman—page 2

Program Assistant, Counseling Center for Human Development, University of South Florida
Tampa, Florida, 1996–1999

Created policies, procedures and training for clients of USF’s Counseling Center. Also provided administrative and computer troubleshooting support.

- ✓ Produced detailed publications and handbooks, including the Counseling Center’s Handbook, internship materials and brochures.
- ✓ Designed and produced promotional materials and presentations for professional workshops to clients and university administration.

- ✓ Trained staff on Internet usage and software programs such as Microsoft Word, Excel, PowerPoint and Scheduler.
- ✓ Resolved client issues and provided customer service. Took incoming calls and provided referrals to other resources.
- ✓ Provided computer support for staff in the areas of software support and system troubleshooting.
- ✓ Conducted administrative support for the campus-wide Employee Assistance Program.

Program Assistant, University of South Florida, Veteran Services
Tampa, Florida, 1994–1995

Performed administrative and financial services in USF office that serviced

veterans in their search for continuing education and employment.

- ✓ Reported directly to the Veteran Services Program Coordinator and ran the office when she was not present.
- ✓ Supervised 3 employees and ensured that reports and forms were properly filled out.
- ✓ Provided training in office procedures and policies.
- ✓ Handled all travel and budgeting administration.
- ✓ Solicited assistance from other campus offices in providing opportunities for work placement openings.
- ✓ Counseled veterans on their education and work options, and helped them define goals.
- ✓ Coordinated VA Work-Study Program for USF.

Courses Completed During Master’s Program

Adult Education in the United States	Program Management
The Adult Learner	Foundations of Research
Methods of Teaching Adults	Consulting Skills
Instructional Design	Group Processes
Trainers in Business and Industry	Personnel Policy

Sample Presentations & Projects Completed During Master’s Program

- Experiential Learning in Adults
- Presentation Skills Workshop
- Future Trends in Adult Learning
- Book Review: The Adult Learner, A Neglected Species
- Andragogy Versus Pedagogy: Adults Are Different Than Kids

Professional Associations

Member of top local and national training organizations

- National Chapter of American Society for Training and Development (ASTD)
- Suncoast Chapter of American Society for Training and Development (ASTD)
- Society for Human Resource Management (SHRM)
- International Society for Performance Improvement (ISPI)

(American Society for Training and Development). The writer chose a newsletter format and added the graphic of a trainer to convey the applicant’s creativity and playfulness and to offset somewhat dry “trainer-speak.” Master’s degree course work and presentations provide keywords.

555 • 555 • 5555

B. Rae French

1003 Ironton Avenue • Skyview, Texas 79000
brfrench@nts-online.net

OBJECTIVE

Corporate trainer for large corporation that offers upward mobility.

SUMMARY OF QUALIFICATIONS

- BS in Interdisciplinary Studies with emphasis in Mathematics and Communications
- Eight years of teaching experience with measurable accomplishments
- Nine years of concurrent experience as sales representative for cosmetics line and portrait studio
- Director for live and video dramas; play actor
- Proven speaking, public relations, communication, and interpersonal skills

TEACHING EXPERIENCE

Math Teacher and Cheerleading Sponsor, MAC JUNIOR HIGH SCHOOL, Skyview, Texas **1995–2000**

As teacher, trained individual students to increase their mathematical, logical, and reasoning skills. Ensured classroom safety, abiding by all safety requirements. As cheerleading sponsor (1997–2000), scheduled and organized special events such as pep rallies, fund-raisers, and tryouts. Motivated parents, staff, and cheerleaders to increase school allegiance. Authored directives.

Key Achievements:

- Advanced from teaching seventh-grade math to eighth-grade and freshman algebra.
- Instrumental in improving student assessment passing rate: 1998—86.2%; 1999—95.1%; 2000—97.6%; 2001—98%.
- Teaching techniques resulted in 100% of seventh-grade class passing TAAS Test (2000).
- Collaborated with other volunteer teachers to implement Saxon Math Program that produced amazing results.
- Invested large amounts of time working with cheerleaders; getting to know them, organizing tryouts, attending camp, and coordinating activities.
- Completely restructured cheerleading program: Organized paperwork, published schedules, involved other programs, established rules and guidelines, and utilized open communication with parents and administration.

Math Teacher, PROJECT INTERCEPT (ALTERNATIVE SCHOOL), Skyview, Texas **1993–1995**

Organized and prepared curriculum to accommodate 7–12 grade levels. Taught as many as four subjects to students in class size of 8–10. Collaborated with other teachers in areas of discipline and student achievement. Utilized consistency and awareness to manage classroom.

Key Achievements:

- Gained recognizable progress with several difficult students through an accepting attitude and creative teaching techniques.
- Esteemed for motivating students, retaining their attention, and cultivating a zest for learning.

Continued

Combination. *Edith A. Rische, Lubbock, Texas*

This teacher wanted to become a corporate trainer. The writer highlights transitional skills, such as writing directives, public speaking, and mentoring, which are relevant to a corporate

B. Rae French

Page 2

OTHER EMPLOYMENT

Portrait Consultant, PAUL'S PHOTOGRAPHY, Church Division, Skyview, Texas 2001–2002
Traveled multistate territory selling computer-generated portrait packages to church members. Created and presented attractive packages with best overall poses, motivating customers to make a purchase with warmth and sincerity.

Key Achievements:

- Ranked in top ten portrait consultants among 30 district representatives in first three weeks of employment.
- Trained for only four days rather than two weeks due to quick learning capacity.
- Outsold trainer in first two days as sales consultant.

Sales Consultant, PRECIOUS COSMETICS, Lubbock, Texas CONCURRENT 1993–Present
Market product and conduct facials to sell cosmetic products. Recruit sales consultants. Attend regular training sessions and yearly conventions.

EDUCATION

Bachelor of Science in Interdisciplinary Studies, RELIGIOUS UNIVERSITY, Skyview, Texas 1993

- Major: Secondary Education in Mathematics and Communications
- Teacher certified by the Texas Education Association

AWARDS AND ACTIVITIES

- Active participant in improving TAAS scores instrumental in Mac Junior High's Texas Education Association rating as "Recognized" campus 1997, 1999, and 2001; and as "Exemplary" campus 2000
- Mentor in Leadership Training for Christ Program, 1996–2000
- Student Teacher of the Year, 1995
- Dean's List and National Dean's List, 1992–1993
- Participant in community and children's theater programs

SPECIAL SKILLS

- PC literate with working knowledge of MS Windows, Word, Excel, and PowerPoint; and Internet
- Electronics knowledgeable
- Piano, guitar, singing, and acting

environment. The writer also presents achievements such as successful teaching and program development to strengthen the candidate's hiring potential as a trainer. An unusual page border makes the resume distinctive. The use of bold and underlining helps achievements stand out. See Cover Letter 9.

MICHAEL KLINE

410 Algonquin Court • Lawrenceville, NJ 08648 • 609.645.1852 • mtk410@aol.com

PERSONAL TRAINER***Personal Training / Nutrition / Physics of Exercise / Physical Training Programs***

Highly motivated and knowledgeable personal trainer with 10 years of experience in designing and monitoring exercise programs based on client needs, goals, abilities, and anatomy. Demonstrated ability to apply useful, tactful, and safe advice to individuals regarding their fitness program and related equipment.

Strong understanding of functions and vital processes of the human body. Energetic and motivating, always encouraging clients to reach maximum performance. Utilize solid communication and interpersonal skills when interfacing with clients on their progress and problems. Able to administer client health history questionnaires and interpret physical assessment data. Knowledgeable about setting up, calibrating, demonstrating, and maintaining sophisticated exercise equipment. Certified to train professional Personal Trainers and clients.

Core Competencies:

- Exercise & Aerobics Programs
- Client Education & Motivation
- Health & Wellness
- Nutritional Planning
- Marketing & Advertising
- Fitness Program Development
- Individual Assessment & Planning
- Equipment Maintenance & Calibration
- Research, Analysis & Problem Solving
- Business Management & Administration

PROFESSIONAL EXPERIENCE

NUTRITION AND POWER, INC.—Princeton, New Jersey

PRESIDENT (1996–Present)

Work in conjunction with a business partner to develop and implement quality in-home personal fitness training programs for individuals, conducting more than 3,000 sessions per year, with six-figure gross revenue. Engage in continuous research and implement best practices and use of information to customize client workouts. Assess fitness levels and help clients implement a fitness regimen to safely achieve their personal goals. Educate clients on the importance of establishing realistic goals that promote lifelong adherence to a health and physical program. Solicit feedback from clients on their fitness routine, performance, and achievements.

Carry out business administration functions including accounting, marketing and advertising, research and development, customer service, and training. Write and execute business and marketing strategies. Communicate with business partner, vendors, and external resources.

Selected Achievements:

- Increased profits by 20% to 25% year-over-year.
- Created innovative programs and incentives to motivate clients to adhere to fitness programs and maintain accurate records.
- Instituted strong business practices, ethics, and marketing strategies to maintain longevity in the industry and gain recognition as the #1 in-home fitness training company in Mercer County.
- Formulated fitness plans for individuals with physical and medical disabilities including high blood pressure, diabetes, neuropathy, arthritis, fibromyalgia, cerebral palsy, herniated disks, and joint limitation from injuries.
- Taught intense two-day workshops on all aspects of starting and managing a personal training business, which encompassed clinical, biological kinesthetic, and scientific areas of personal training.

Combination. *Beverly and Mitchell I. Baskin, Marlboro, New Jersey*

A variety of formats helps break up much information into clusters. A profile appears as two block paragraphs (that is, without first-line indentation), followed by a bulleted, two-column list

MICHAEL KLINE

Page 2

PATHMARK—Freehold, New Jersey
FRONT-END MANAGER (1989–1995)

Advanced through a series of promotions ranging from entry level to management for a supermarket with a strong presence in the Northeast. Oversaw front-end operations and supervised up to 20 cashiers and baggers. Key responsibilities included ensuring outstanding and quality customer service, preparing and making bank deposits, operating computer systems, opening and closing store, cashing checks, resolving problems, and scheduling.

Selected Achievements:

- Identified and implemented enhanced systems to add and track daily receipts to foster efficiency and accuracy of record keeping.
- Initiated procedures to streamline operations, human resources, and supervision.
- Put into place security measures to detect fraudulent employee activity, effectively reducing shrinkage.

EDUCATION & AFFILIATIONS

City Oklahoma Resistance University, Oklahoma City, OK (2005)
Virginia Resistance University, Arlington, VA (2004)
Certified Resistance Training Specialist

Cooper Institute for Aerobic Research (2003)
Biomechanics of Strength Training Specialist
Advanced Physical Fitness Specialist

National Council of Certified Professional Trainers (NCCPT)
Train the Trainer Courses

Certified Self-Defense Instructor—Martial Arts (2001)

Member, Mercer County Chamber of Commerce
Member, Princeton Chamber of Commerce
Member, IDEA Fitness

Excellent References and Additional Certifications Available on Request

of Core Competencies. Two more block paragraphs are followed by a bulleted list of Selected Achievements. That style (with only one block paragraph) is repeated. The rest of the information is center-aligned in the Education & Affiliations section, making the ending different.

ALICE M. CAULFIELD

978 TURNER ROAD
SOUTHWICK, CONNECTICUT 66666
(888) 444-9999

QUALIFICATIONS

- Played a major role in developing the Audubon Society of Connecticut's new \$4.5 million Environmental Education Center.
- Proven abilities in management, supervision, staffing, grant researching/writing, and budgeting.
- Established the education department at the Audubon Society of Connecticut's Environmental Education Center, and monitored significant growth of 20% in productivity and volume during the past year.
- Institute, direct, and coordinate all environmental education activities, including curriculum development, advertising, teacher training, summer camp, and personal appearances.

EMPLOYMENT**Audubon Society of Connecticut, Bristol, CT***Co-Director of Education, 2000–Present**Education Coordinator, 1998–2000**Education Specialist/Camp Director, 1996–1998*

- Hire and supervise staff of 26: 2 full-time, 5 part-time, 9 seasonal, and 10 interns/volunteers.
- Reach 1,200 children per month and serve 28,000 total annual visitors to the Environmental Education Center.
- Develop curriculum for children to adults, and conduct teacher workshops/training, conferences, and special events.
- Supervise care of animals, act as liaison to other environmental organizations, and make public relations appearances.

Ella V. Sherman Zoo, Bristol, CT*Education Specialist, 1995–1996*

- Designed, implemented, and presented educational programs on zoo grounds for elementary schools, high schools, and colleges.
- Presented a unique environmental curriculum for children at summer Zoocamp.
- Trained and supervised counselors-in-training, ages 14–16.

Research Assistant, 1994–1995

- Monitored activity of captive cheetahs to devise a behavioral ethogram and activity budget.
- Developed an animal enrichment program.

Manchester Veterinary Ophthalmology Services, Inc., Manchester, CT*Veterinary Assistant, 1992–1994*

- Assisted veterinarian, Dr. Karen Bogart, during patient examinations and surgery.
- Dispensed medications and assisted in office management.

Save the Seas Project, Mystic, CT*Education Intern, Summers 1990–1992*

- Presented marine life programs to small and large audiences throughout southern Connecticut.
- Researched and prepared materials for children and teachers' science workshops.
- Edited pollution manual to educate the public on current hazards in Mystic Bay.

Combination. *Edward Turilli, North Kingstown, Rhode Island*

Distinctive design features help capture the reader's attention: the shaded box containing the contact information, the horizontal lines interrupted by centered headings to delineate the

ALICE M. CAULFIELD

PAGE TWO

EDUCATION

University of Connecticut, Storrs, CT*Bachelor of Science in Zoology. Concentration in Marine Biology*, 1992**University of Manchester**, Manchester, England*Bachelor of Science, Honors Biology—the Student Exchange Program*, 1990–1991**Thesis:** “Effects of Toxins on the Gill Cilia of the *Mytilus edulis*”

CONTINUING EDUCATION

Humane Society, Bristol, CT*Disaster Planning for Animals*, 2002**Project Wild Environmental Training for Teachers**, Bristol, CT*Project Wild Aquatic, Project Wet, Project Learning Tree*, 2001–2002**Tri-State Bird Rescue and Research, Inc./New England Aquarium**, Boston, MA*Wildlife and Oil Spills Seminar with OSHA Training*, 1997**International Wildlife Rehabilitation Council**, Storrs, CT*Basic Wildlife Rehabilitation Skills Seminar*, 1996**Connecticut Emergency Management Agency/Humane Society**, Hartford, CT*Dealing with Animal Issues in Disasters*, 1996**University of Connecticut/Mystic Aquarium**, Mystic, CT*Seminar in Marine Mammalogy*, received graduate credit, 1995

VOLUNTEER

Mystic Aquarium, Mystic, CT*Animal Husbandry Volunteer*, 1994–2000

- Cared for the pinniped, cetacean, and penguin collections, including diet preparations, exhibit maintenance, and behavioral conditioning.
- Assisted in rehabilitation and release of stranded pinnipeds.
- Provided support to staff during medical procedures and behavioral conditioning.
- Trained new volunteers, interns, and staff.

Save the Seas Project, Mystic, CT*Marine Mammal Monitoring Coordinator*, 1994–1997

- Developed Mystic Bay Marine Mammal Monitoring Program and Guide.
- Organized and analyzed data obtained during monitoring program.
- Researched pinniped populations to assist in determining Bay population trends.
- Coordinated lectures and special events, while acting as liaison to field scientists.

PROFESSIONAL AFFILIATIONS

- Connecticut Environment Education Association Board
- American Zoo and Aquarium Association
- Mystic Aquarium, Honorary Member
- Southern Connecticut Disaster Animal Response Team
- Right Whale Consortium

CERTIFICATIONS

- Adult, child, and infant First Aid and CPR
- Pet CPR and First Aid: American Red Cross
- Basic Wildlife Rehabilitation

- REFERENCES PROVIDED UPON REQUEST -

resume's sections, and the shaded boxes at the top and foot of page two. Hollow circle bullets are not common, so these too help make the resume distinctive. Second-page sections on continuing education, volunteer work, professional affiliations, and certifications add weight to the resume.

YVETTE SEITLIN

555 Andrews Road, Apt. 4

Pasadena, California 91030

323-555-6569

YvetteS@history.tulane.edu

HISTORICAL RESEARCHER

More than 9 years of experience in historical study and research. History Ph.D. candidate with understanding of war and its effects on civilians. Especially interested in study of Holocaust, its causes and its impact on survivors.

Dependable and intelligent professional who is extremely attentive to detail and produces quality work. Creative problem solver who manages ambiguity and deadlines well. Eager to make long-term commitment to Shoah Foundation and the Holocaust project.

EDUCATION

Ph.D. Candidate in History
M.A. in History
B.A. in History & English

Tulane University

Tulane University

University of Massachusetts

New Orleans, LA

New Orleans, LA

Lowell, MA

Expected Fall 2007

2000

Cum Laude, 1998

SUMMARY OF RESEARCH EXPERIENCE

- ◆ Currently preparing a dissertation on the reactions of Southern civilians on the Confederate homefront during the American Civil War.
- ◆ Wrote master's thesis on the responses of Southern women on the Civil War homefront.
- ◆ Hired as a Research Assistant for noted historian Edgar Byron-Smith. Researched, proofed, checked and approved footnotes and copy edited material to support research on 20th-century American culture. 2000–2002
- ◆ Hired as a Research Assistant for historian Gary Thompson. Conducted independent research, proofed, confirmed footnotes and copy edited to support his work on the history of public health in the state of Georgia. 1999–2001
- ◆ Researched, designed and set up "Made for the Trade: Seminole Tourist Art in the Twentieth Century," an exhibit at the Florida Museum of Natural History. 1998–1999
- ◆ Chosen to research, write and edit entry on "Women" for an upcoming Civil War encyclopedia.
- ◆ Published 4 book reviews in professional historical journals.
- ◆ Presented dissertation findings at 2 historical conferences, with 2 more proposed for 2005.
- ◆ Researched and prepared classroom teaching, class reading and assignments for instructor positions.

RELATED WORK EXPERIENCE

- ◆ Taught as an Adjunct Instructor at Lesley College, Boston, MA, for "Democracy, Dissent, and Disunion: The United States, 1815–1877." Summer 2003
- ◆ Assistant for "Cultural Diversity" at Tulane University. Fall 2000

67**Combination.** *Gail Frank, Tampa, Florida*

Before completing her Ph.D., teaching full time, and doing research in history, this candidate wanted a position with Steven Spielberg's SHOAH Foundation to help document Holocaust

YVETTE SEITLIN**page 2****RESEARCH AWARDS**

- ◆ Received a national grant: the Paul M. Frank Grant from the American Historical Association to do research in the archives of South Carolina. 2003–2004
- ◆ Received a national Women's Studies Research Grant from Duke University to support doctoral work. Spring 2003
- ◆ Received a College of Liberal Arts and Sciences Dissertation Fellowship from Tulane University to finish writing dissertation. 2002
- ◆ John Pozzetta Fellow, Department of History, Tulane University. 2002
- ◆ Grinter Fellow, College of Liberal Arts and Sciences, Tulane University. 1999–2000
- ◆ Richard J. Miaubach Fellow, Tulane University. 1997–1998
- ◆ Simon & Judie Klein Scholarship, University of Massachusetts. 1997

PUBLICATIONS

- ◆ "Women," in Howard S. Heidler and Marilyn T. Heidler, eds., Encyclopedia of the American Civil War. ABC-CLIO, forthcoming 2004.

CONFERENCE PRESENTATIONS

- ◆ "Untiring in Their Efforts: Female Outrage and Confederate Action," Southern Historical Association Meeting, Louisville, KY, November 8–11, 2005 (proposed).
- ◆ "An Army of Women: Defenders of the Confederate Homefront, 1864–1865," Fifth Southern Conference on Women's History, Southern Association for Women Historians, Richmond, VA, June 15–17, 2005 (proposed).
- ◆ "Full of Fire and Patriotism: South Carolina Women in the Path of Sherman," St. George Tucker Society Meeting, Washington and Lee University, Lexington, VA, June 4–6, 2002.
- ◆ "War Means Ruin and Misery: The Rape of the Confederate Homefront," Eleventh Annual History Forum at The University of North Carolina at Charlotte, April 16–17, 2001.

BOOK REVIEWS

- ◆ Julie A. Doyle, John David Smith, and Richard M. McMurry, eds., This Wilderness of War: The Civil War Letters of George W. Squier, Hoosier Volunteer (Knoxville: University of Tennessee Press, 2004) and J. Roderick Heller III and Carolynn Ayres Heller, eds., The Confederacy Is on Her Way Up the Spout: Letters to South Carolina, 1861–1864 (Columbia: University of South Carolina Press, 2004) in North Carolina Historical Review (July 2004).
- ◆ John L. Heatwole, The Burning: Sheridan in the Shenandoah Valley (Charlottesville, VA: Howell Press, 2004) in Civil War History (forthcoming).
- ◆ Lucinda MacKethan, ed., Recollections of a Southern Daughter: A Memoir by Cornelia Jones Pond of Liberty County (Athens: University of Georgia Press, 2004) in The Georgia Historical Quarterly (forthcoming).
- ◆ Dorothy Denneen Volo and James M. Volo, Daily Life in Civil War America (Westport, CT: Greenwood Press, 2003) in Civil War History (forthcoming).

survivors. Originally, the applicant wanted a curriculum vitae, but it was not targeted to the position. The writer invented instead this combination CV-resume format to offer the best of both. It presents the applicant as a historical researcher but also has substantial detail for an academic environment.

Mary Jameson

555 Windsor Street
Springfield, MO 55555

Educational Administrator

Office: 555.555.5555
Home: 555.555.5555

EDUCATIONAL VISION

All children can learn when the curriculum and instruction are inclusive in design and implementation to accommodate the diversity of learners. A successful learning environment can be achieved through high expectations, clear goals and collaboration with parents and educators.

CAREER PROFILE

Twenty-one years of progressive experience and accomplishments as an administrator and teacher in middle-level education. Widely recognized for expertise in middle-level education and invited throughout the state to lecture on philosophy, practices and implementation strategies.

- **Change agent for education, demonstrating participative and supportive leadership style** in the administration of school policies, procedures and activities.
- **Demonstrated commitment to ensuring quality education for all students** based on their unique social, emotional, physical and intellectual characteristics.
- **Humanistic approach in providing leadership and communicating** with administration, staff and students.

PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

Valley Middle School (Grades 5–8), Springfield, MO
PRINCIPAL

2001 to present

Challenged to provide leadership direction in establishing and developing the community's first middle school for 500 students. Worked closely with the Building Committee, architects and project manager to review project plans and provide recommendations for the facility design/space. Direct staff of 60 teachers, guidance, paraprofessional and administrative personnel. Accountable for fiscal management, budget development, human resources, curriculum/program development, administration and public relations.

- Effective in bringing together the staffs of each grade level and building a cohesive team in the new middle school.
- Spearheaded initiatives that have led to recognition as an excellent educational organization, resulting in winning the prestigious Spotlight School Award from the League of Middle Schools:
 - Established an exemplary inclusion program that meets the needs of a highly diverse student body.
 - Restructured the teaching model to incorporate curriculum mapping and interdisciplinary teaching teams in all grade levels, which has increased student learning and led to steady improvement in MCAS scores each year.
 - Implemented a successful Advisor-Advisee program.
- Created teachers' handbook and developed specific content for the teachers' contract that related to middle school.
- Facilitated multiple transition teams in the development of procedures, student handbook, curriculum maps and other materials for the new school.
- Partnered with the Technology Director to equip each classroom with state-of-the-art computer and multimedia technology, complete with Internet connectivity.
- Initiated strategic alliances with organizations such as the Valley YMCA to provide after-school programming.
- Contributing member on a team to revamp and strengthen the teacher evaluation and procedures document.
- Invited to serve on a legislative committee to assess middle-level education in Missouri.

Monroe Middle School (Grades 5–8), Springfield, MO

1985 to 2001

PRINCIPAL (1993 to 2001)

ASSISTANT PRINCIPAL (1991 to 1993)

Promoted to guide and direct all aspects of administration, fiscal management and instruction at a middle school with approximately 500 students. Diverse scope of responsibilities encompassed strategic planning, capital/budget development and administration, staffing, curriculum design and implementation and public relations. Promoted team-oriented atmosphere and delegated through staff composed of 50 education, administration, guidance counseling and support professionals. Controlled \$1.8 million annual budget.

68

Combination. *Louise Garver, Enfield, Connecticut*

This principal applied for a principal position at a new and larger middle school. The process was highly competitive, and the other candidates had more experience. The writer crafted a

Mary Jameson Page 2

Monroe Middle School continued...

- Interviewed, hired and repositioned 38 professionals and paraprofessionals over 3-year period. Results led to significant improvements in Science, Language Arts, Mathematics, Performing Arts, Technology Education, Social Studies, Special Education and Guidance Services.
- Improved standardized test scores through a joint mathematics summer school program with a local college.
- Implemented inclusion environment for all grade levels, established a co-teaching classroom model and improved special needs students' standardized test scores.
- Created a flexible Master Schedule system and restructured school lunch schedule to accommodate increased enrollment with benefit of improved student behavior.
- Introduced weekly, school-wide Advisory Program that fostered a positive environment.
- Established very successful Peer Mediation Program and worked with Guidance Services to retain program.
- Organized Crisis Team, which developed procedures for reacting to a variety of potential school-wide crises.
- Developed Student Assistance Model, a problem-solving team for at-risk students.
- Established new computer lab: selected hardware and software, set up teacher training, integrated computer classes into master schedule, assisted with writing computer curriculum.
- Implemented multiage, multiyear team structure for grades 7 and 8, which reduced grade-level transition issues and impacted students' academic performance.

Served on Instructional Improvement, District Assessment, Labor Management, Cochair District Enrollment Study, Title IX Coordinator, Advisory Board Business Education Alliance and District Technology Committees.

Prior: Teacher, Grades 5–8 (1985 to 1991).

EDUCATIONAL PROGRAM DEVELOPMENT / PRESENTATIONS

Presentations to future educational administrators for the Missouri Department of Education, 2003 and 2004

Co-Presenter, "Working Together: Pre-Service and In-Service Teachers Engage in a Seminar Using Cases to Explore the Mathematical Thinking of Children," National Council of Supervisors of Mathematics Annual Conference, San Francisco, CA, 1999

Designed and led workshops at various schools for the League of Middle Schools on: School Administration; Teaming: Theory, Principle and Practice; Flexible Block Scheduling; Cooperative Learning; Integrated Curriculum; Interdisciplinary Units; Planning and Developing an Advisor/Advisee Program, Language Arts in the Middle School; Process Reading and Writing; Portfolio Assessment

EDUCATION / CERTIFICATIONS / AWARDS

M.A., Secondary Education Administration, Missouri State College, Springfield, MO

B.A., English, Ohio State College, Columbus, OH

Certifications: Superintendent/Assistant Superintendent; Principal/Assistant Principal, 7–12

PTA Life Achievement Award, 2004; Rotary Community Service Award, 1998; Milken National Educator Award, 1997

AFFILIATIONS

National Association of Secondary School Principals

National Middle School Association

Founder, Past Chair & Member—"413" Middle School Administrators

Board of Directors—Association for Supervision and Curriculum Development

Elected to Executive Council & Past Chair—League of Middle Schools

Founder & Treasurer—Missouri Middle-Level Educators

resume that highlighted the applicant's experience in the development and construction of the new school and the successful programs she created for it. This resume uniquely captured her philosophy and strengths and helped her land the position.

PHILIP S. CARTER

631 Woodbridge Court • East Brunswick, NJ 08901 • 732.867.2366 (H) • pcarter@optonline.net

ACADEMIC ADMINISTRATOR ♦ SCHOOL VICE PRINCIPALPublic & Private Education ~ Learning Institutions ~ Middle School to University Level
~ Direct policy, curricula, fund-raising, and general administration in academic institutions ~

- **Academic Administrator & Manager with 20 years of experience** in public and private schools, universities, and learning institutions.
- **Direct experience fund-raising \$2.3M annually** from private and corporate sources.
- **Academic performance improvement developer and administrator.** Track record of academic program credentialing and curricula planning and development.
- **Experience educating all age groups**—from youth to secondary school and adults.

DEMONSTRATED SKILLS:

- | | |
|------------------------------------|-----------------------------------|
| ▪ Academic Administration | ▪ Curricula & Program Development |
| ▪ Fund-raising & Fiscal Management | ▪ Performance Improvement |
| ▪ Operations & Program Management | ▪ Accreditation & Credentialing |

ACADEMIC CERTIFICATIONS & EDUCATION:

- Principal/Supervisor Certification
- Elementary Education Certification
- Teaching Certificates, English and Social Studies (Grades 7–12)
- Ed.S. (2004)—Princeton, Graduate School of Education
- MBA (1982)—Princeton, Graduate School of Management

RELEVANT ACCOMPLISHMENTS:*Board & Administration Level:*

- Initiated program improvements that improved academic performance for students in this 400-family program.
- Led the Ohav Shalom Nursery School from a synagogue school to 1 of 5 credentialed synagogue preschools in NJ.
- Revamped the entire curricula, managed the credentialing process for the nursery school, and obtained recognition and credentials from NAEYC.
- Managed the campaign that raised \$2.3M in private funding annually as Vice President of the Jewish Federation in Essex County.

College & Graduate Level:

- Evaluated elementary and secondary education student teachers for Princeton's Graduate School of Education.
- Designed teacher and senior leadership program to develop 60 educators at the Teaching Institute for the National Society of Hebrew Day Schools.
- Mentored 75 adult education students of management, organization, and business policy at Rowan University in NJ.
- Adjunct Assistant Professor of Finance at Rutgers University in NJ. (Part-time 1984 to 1986)

Public School Level:

- Program Director for Drama; English Teacher at Middletown Township Middle School and High School. Taught at Newark North Side High School.

ACADEMIC WORK HISTORY:

- **Princeton, Graduate School of Education (NJ)**—Supervisor, Teaching Practicum for Elementary Education (1995 to Present)
- **Schools of Ohav Shalom (NJ)**—Director of Education & Youth Services (1999 to Present)
- **National Society of Hebrew Day Schools (NY)**—Curricula & Program Evaluator for Senior Leadership Program and Teacher Institute (1995 to 1999)
- **Public Schools of New Brunswick (NY)**—Adult Education Teacher (1995 to 1999)

Combination. *Beverley and Mitchell I. Baskin, Marlboro, New Jersey*

The person's Academic Work History is pushed to the bottom of the resume. Prominence is given to a profile, skills, certifications, and relevant accomplishments at three academic levels.

Engineering

Resumes at a Glance

RESUME NUMBER	OCCUPATION	GOAL	PAGE
70.	Research Associate	Environmental Engineer	143
71.	Senior Engineer	Not specified	144
72.	Manufacturing/Engineering Manager	Manufacturing Executive	146
73.	Construction Consultant	Engineer/Project Manager	148
74.	VP, Engineering and Land Surveying	Project Manager/Engineer	150
75.	Director, Operations and Training	Engineering Executive	152
76.	Industrial Engineer	Industrial Engineer	154

GEORGE CRANDALL, EIT

0000 Smith Avenue
Houston, TX 79000

Home: (000) 000-0000
name@lycos.com

Career Profile**ENVIRONMENTAL ENGINEER-IN-TRAINING**

- Focused, analytical professional with strong engineering educational background complemented by work experience involving field research and evaluation projects.
- Able to balance creative thinking with logical design ideas; enjoy opportunities to develop solutions that address challenging environmental problems.
- Work effectively in both self-managed and team-based projects; maintain high ethical and quality standards, professional demeanor, and cooperative attitude.
- Use hands-on, detail-oriented approach in completing projects and assignments.

Knowledge & Skill Areas:

*Field Research ■ Report Writing ■ Experimental Design & Methods ■ Project Planning
Quality Assurance Standards ■ Research & Development ■ Environmental Hazards
Systems Analysis ■ Regulatory & Safety Compliance ■ Engineering Documentation
Environmental Sample Analysis ■ Risk Assessment ■ Client/Customer Communications*

Education

Masters of Environmental Engineering, 2002 / GPA: 3.75

Bachelors of Environmental Engineering, 2000 / GPA: 3.30

University, Houston, TX

Selected Upper-Level Coursework:

- | | |
|-------------------------------------|---|
| ■ Design of Air Pollution Systems | ■ Design of Wastewater Treatment Plants |
| ■ Solid & Hazardous Waste Treatment | ■ Groundwater Contaminant Transport |
| ■ Environmental Impact Analysis | ■ Geoethical Practices for Waste Disposal |
| ■ Environmental Systems Design | ■ Environmental Law & Policies |

Project Highlights:

- **"Best Bench Scale Demonstration Award"**—Worked with group of 6 students to plan, develop, and present winning bench scale model (addressing water quality issues) at 2 Design Competitions, 1999 & 2000, at the Waste Energy Research Consortium.
- **"Design of Wastewater Treatment Plants"**—Played key role in design project for treatment plant based on quality assurance and regulatory compliance factors. Delivered well-received presentation to Masters-level class upon completion.
- **"Environmental Impact Statement"**—Developed proposal-oriented report detailing most effective, environmentally sound strategies for controlling brushes within region.

Work Experience

Research Associate, 2002–Present

Research Assistant & Laboratory Technician, 1998–2001

Research Assistant, Summer 2001 (Texas National Environmental & Engineering Lab)
University, Houston, TX (1998–Present)

Conduct research, sample collection and analysis, experimental design, and explosives evaluations using high-performance liquid chromatography, and perform other related activities in positions involving field studies and frequent travel to various counties within East Texas region. Report directly to Laboratory Manager; additionally responsible for daily maintenance of weather stations.

- **Bioremediation of Explosives in Vadose Zone**—Conduct explosives contamination studies and evaluations for government agency Pantex to recommend strategies for remediation projects with highest potential for success.
- **Overall Work Performance**—Put forth consistent effort in meeting and exceeding job requirements; worked overtime hours and maintained full-time class schedule throughout employment. Recognized for intelligent, thorough work habits.

Activities

Society of Environmental Professionals—Member, 3 years; Secretary, 1 year
Civil Engineering Honor Society—Chi Epsilon

Combination. Daniel J. Dorotik Jr., Lubbock, Texas

Including information about school-related projects is a way to offset a recent graduate's relative lack of work experience. See, for example, the Project Highlights in the Education section.

ANDREW S. MILLER

345 Maryland Lane • Eatontown, NJ 07724 • (732) 780-2673 • asm423@hotmail.com

TEST ENGINEER / TECHNICAL SUPPORT / PROJECT SUPERVISION***Industrial ~ Government ~ Military***

Results-driven and well-organized *Technical Professional* who combines hands-on experience with a solid educational background in applied physics and engineering. Strong skills in planning, implementing, upgrading, and maintaining high-tech semiconductor equipment. Reputation for solving problems with creativity and out-of-the-box solutions.

Extensive knowledge of applications, integration, hardware, and quality testing. Excellent team building, communication, and interpersonal skills. Provide outstanding customer service in high-pressure situations to advance the public's health, safety, security, and welfare.

Competencies Include

- | | | |
|------------------------|-----------------------------|------------------------------|
| • Project Management | • Problem Solving | • Performance Optimization |
| • Testing & Evaluation | • Statistical Analysis | • Training |
| • New Hardware Startup | • Secret Security Clearance | • Computer Systems Expertise |
| • Customer Support | • Troubleshooting | • Mechanical Repair |

Professional Achievements***Testing, Evaluation, Data Reduction, and Analysis***

- Testing and evaluation of high-tech security-related explosive- and weapons-detection equipment, aircraft load impact on concrete runway structures, and anti-tank guided missile countermeasures.
- Generated project plans, test plans, and procedures applying multidisciplinary approaches.
- Performed literature search and consulted with area experts to assess technology and determine best approach.
- Developed methods unique to analysis being performed in coordination with organization and outside vendors.
- Data collection, reduction, statistical analysis; interpreting results to determine integrity, validity, significance, and formulated conclusions.
- Provided recommendations based on final test data analysis and actual results.
- Identified new methods or approaches based on technology assessments and results interpretations.
- Prepared project final reports and classified reports.

Project Supervision, Management, and Task Leadership

- Managed and supervised day-to-day test conduct and coordinated test activities.
- Prepared test/program assessment reports.
- Developed work breakdown structures and tracked project activities.
- Coordinated production activities and requirements.
- Trained and lectured students on advanced characterization of materials at the graduate level.
- Trained students in laboratory techniques and safety practices and policy.

Research, Development, and Design in Scientific Laboratory Environment

- Engineering design and fabrication of highly complex scientific laboratory hardware and equipment.
- Developed an innovative scheme for scanning and digital processing transmission of electron microscopy images of superlattice interfaces.
- Simulation studies of solar wind erosion contributions to atmospheric constituents.
- Supervised and maintained high-energy particle beam/materials interactions, modification and analysis laboratory.
- Experience with ultra-high vacuum and cryogenic technologies, mass spectroscopy, and nondestructive organic and inorganic materials analysis and detection techniques such as Rutherford backscattering spectrometry, particle-induced X-ray and gamma ray emission, forward recoil detection, and secondary ion mass spectrometry.

Computer Proficiency

- Computer programming in Visual Basic, Pascal, BASIC, and FORTRAN. Familiar with UNIX and C code and algorithms. PC repair and upgrading. PCI-controlled data acquisition and instrumentation. ISDN connectivity setup.
- Proficient with software packages such as Microsoft Office suite (Word, Project, PowerPoint, Excel), Visual Basic macro development, WordPerfect, EMACS, AutoCAD, Visio, Pinnacle Video, and Photoshop.
- Introductory use and understanding of LabVIEW and Matlab capabilities.
- Computer hardware and instrumentation for high-speed data collection.

Combination. *Beverly and Mitchell I. Baskin, Marlboro, New Jersey*

The Professional Achievements section displays the value of clustering a long list of achievements into groups with separate side headings. Without the side headings, the task of

Page Two**ANDREW S. MILLER****Employment History**

Self-Employed Technical and legal research and writing, training, and general services.	2001 to present
JHGC Sensor Technology Specialists, Fort Monmouth Army Labs <i>Senior Engineer/Scientist</i> U.S. Army CECOM RDEC Intelligence and Information Warfare Directorate Seeker Effects Laboratory	2/2001 to 9/2001
TRF, Inc. & Orion Scientific Corp., FAA William J. Hughes Technical Center <i>Senior Engineer/Test Engineer/Systems Engineer</i> Aviation Security and Airport Technology Research and Development Divisions	6/1996 to 6/2000
Contractor Traxx Technologies, Crier Metals, Ocean Specialty Gasses, NJIT	1/1989 to 5/1996
Princeton University, Princeton, NJ <i>Chief Engineer</i> Accelerator Research and Development Lab	9/1986 to 9/1988
Bell Laboratories, Holmdel, NJ <i>Senior Technical Associate</i> Radiation Physics Research Lab, Materials, Modification, and Central Diagnostics/Analysis Lab	5/1980 to 9/1986

Education**Pennsylvania State University****Graduate Research Assistant, Applied Physics/Metallurgy**

Research Assistant in field ion microscopy study of hydrogen embrittlement of Fe-Ti alloys. Teaching assistant in electronics/electromagnetic theory/laboratory techniques.

Pennsylvania State University**BS Physics**

Advanced studies in nuclear magnetic resonance techniques.

AT&T Bell Laboratories	Computer science, UNIX, C, MicroProcessor Primer, and hazardous chemicals safety training
Stevens Institute of Technology	AT&T sponsored post-degree graduate studies Solid-state technologies, electrical engineering
Rutgers University	Post-degree graduate studies in various fields: Physics, electrical engineering materials science, ceramic science, and computer science
Brookdale County College	Pre-radiology program studies
Continuing Education	Legal research and writing Computer programming, PC repair, and upgrade certification training Tool-and-die machining Instrumentation, LabVIEW

Publications

Author and/or contributing author of 20 technical papers; frequently lecture on advanced characterization of materials.

Awards

Orion Scientific, Letter of Commendation and Award, July 1999
FAA, Letter of Acknowledgment/Appreciation, March 1999
Toastmasters, Best Table Topics Speech, 1997
Princeton University, Letter of Commendation, 1988

comprehending the many achievements would be immense. With each group of achievements under a side heading, the reader can fathom a shorter list and focus on a group of particular interest. Clustering is a useful strategy to use in any resume section with a long list.

BARRY H. SCHMIDT

1817 Orleans Drive
Elk Grove Village, Illinois 60007

barrys@anyisp.com

Home: (555) 555-5555
Mobile: (000) 000-000

MANUFACTURING EXECUTIVE
Mechanical Engineering...Production...Plant Management

Seasoned professional with comprehensive experience and visible achievements in diverse manufacturing arenas, including machined parts, fabricated parts, plastic parts, die casting, mechanical power transmission, and powder metallurgy. Proven track record for implementing strategies that enhance productivity and profitability. Experienced in supervising engineers and technicians, as well as drafting and shop floor personnel. Recognized as an industry expert and published author on mechanical power transmission products. Academic credentials: MBA; BS in Physics.

Tradition of Performance Excellence in

- | | |
|--|--|
| <ul style="list-style-type: none"> • Profit & Loss Responsibility • Job Shop Operations • Vendor Cost-Benefit Analysis • Statistical Process Control • Engineering Design Calculations • Machining and Welding Operations • Production Management | <ul style="list-style-type: none"> • Daily Plant Operations • Staff Development • Quality Assurance • Creative Problem-Solving • Job Costing and Routing • Union Management Experience • Continuous Process Improvement |
|--|--|
- **Computer literate** in MRP programs (MAPICS, Visual Manufacturing, ACCPAC, UA Corporate Accounting, PRO-MAN), AutoCAD 14, CADKEY, Windows 98, 2000, XP and MS Office applications.
 - **Affiliations:** ASME, IEEE Magnetic Society, Charter Member—Chicago Chapter of Vibration Institute

PROFESSIONAL EXPERIENCE

REX-TEC CORPORATION

2001 to Present

Privately held, \$2 million master distributor and manufacturer of mechanical power transmission products. 20+ years in business.

Manufacturing/Engineering Manager

Hired to develop new magnetic coupling product line, to offset 40% downturn in the machine tool industry (previous primary market for company); this included standardization of design, sourcing of components, and development of in-house manufacturing processes. Challenged with expanding sales of new product line from \$100,000 to \$1 million. Empowered with full accountability for manufacturing and assembly, design, application engineering, purchasing/vendor qualification, quality assurance, job costing, margin calculations, new materials evaluation and staff development. Advise President in all aspects of new business development, market expansion, capital expenditures and operating budgets. **Key Accomplishments:**

- **Transformed company from warehouse distributor to a manufacturer, saving \$10,000 per year in out-plant costs and offering 24-hour delivery and generating additional sales of \$20,000 annually.**
- **Successfully developed new magnetic coupling product line, projected to generate a 56% profit margin.** This new product line is designed for small-quantity customers and large OEMs. Usually, this product is customized by individual OEMs for internal use or built by magnet manufacturers not offering a complete power transmission solution.
- **Increased profit margins by another 10%–15% after securing new vendors via E-sourcing.**
- **Achieved revenue increase in new product line from zero to \$100,000 in the first year; projected to increase tenfold by FY07.**
- **Initiated and developed Quality Assurance procedures and manual and established a quality level for product manufacture, according to MIL-I-45208.**

Combination. *Joellyn Wittenstein Schwerdlin, Elk Grove Village, Illinois*

This manufacturing executive had long-term experience in large organizations and drew on it to help his most recent employer, a considerably smaller company, expand its traditional product

BARRY H. SCHMIDT

PAGE 2 OF 2

CONTAINERS, INC.

1990 to 2001

Privately held \$4 million manufacturer of steel industrial refuse containers and cart-dumpers; 25 years in business; customers included City of Chicago Department of Streets & Sanitation, BFI and Waste Management.

Plant Manager

Managed daily manufacturing operations and P&L of a 3-shift, heavy-gauge sheet metal and fabrication Union shop. Supervised 7 direct reports (3 foremen, buyer and engineering support staff) and 35 indirect employees (welders and assemblers). Responsibilities included purchasing materials and supplies, staffing, delivery, shop floor scheduling, vendor evaluation and selection, capital budgeting and implementation and reorganizing shop floor for maximum productivity. **Key Accomplishments:**

- **Significantly reversed \$100,000 operating loss to \$750,000 profit in 9 months** by raising prices to reflect costs plus fixed margins, and preparing/adhering to monthly production schedules, which further decreased costs by eliminating production shutdowns for special product runs.
- **Reduced welding manufacturing costs by \$500 per day through re-engineering of the labor force**, assigning lower-salaried material handlers to stock work cells and move semi-finished products to painting holding area, instead of highly paid welders, and adding a 3rd shift of painting operations to improve work flow.
- **Proactively negotiated payments with new vendors at a 15% cost savings on steel (\$250,000) and established a new vendor for hydraulic cylinders at a savings of \$50,000 per year at regular terms and no pre-payment**, after obtaining a large, multi-year contract and a pre-payment, preventing company from closing. Previously, the company had been paying bills on 120 days and many vendors had ceased business relationships or required advance payment on a year's worth of inventory.

POWER-TRANS, INC.

1976 to 1990

100-year-old privately held \$30 million global manufacturer of mechanical power transmission products. Primary customers include Caterpillar, Gardner-Denver, GE, FMC, John Deere, WW Grainger and McMaster-Carr.

Director of Research & Development

Progressed from R & D Engineer to Senior Application Engineer, Quality Control Manager, and Engineering Manager, to Director of Research and Development. Contributed to company's growth from \$6 million to \$30 million during tenure. Managed design, application, manufacturing engineering and quality assurance departments, which included supervision of 13 direct reports. **Key Accomplishments:**

- Created Quality Control Department and accompanying Quality Control manual, establishing the MIL-I-45208 Inspection System. Reduced scrap and return rate from \$400,000 to \$100,000 against \$20 million in sales.
- Developed a super-strong, wear-resistant U-joint, using this design to secure multiyear, multimillion-dollar parts contracts for the M-1 tank, F-16 fighter, Harrier aircraft and Bradley fighting vehicle.
- Won the coveted "Bachner Award" after developing plastic universal joints and flexible couplings.
- Reduced costs of sintered products, saving 40,000 pounds of material (4% reduction) per year, lowering shipping costs by \$30,000/annually, improving tooling life and increasing throughput.
- Developed new products including material development, tooling, vendors and manufacturing processes.
- Presented lecture series on power transmission couplings; also presented technical papers at industry conferences and authored magazine articles addressing flexible couplings, vibration and universal joints.

EDUCATION & TRAINING

- | | |
|--|------|
| • MBA, Olivet Nazarene University, Kankakee, Illinois (4.0 GPA) | 2002 |
| • MAPICS for the Engineer, GMD | 1988 |
| • Effective Engineering Management, NYU School of Continuing Education | 1981 |
| • Advanced Plastics Product Design Engineering | 1979 |
| • BS, Physics, Illinois Institute of Technology, Chicago, Illinois | 1975 |

1817 Orleans Drive • Elk Grove Village, Illinois 60007 • 555-555-5555 • 000-000-0000 • barrys@anyisp.com

line. In the Professional Experience section, a brief company profile in italic under each company name helps the reader assess the applicant's career history. The heading Key Accomplishments in bold italic and the use of bullets make the individual's achievements in each workplace stand out.

Thomas P. Redmond, PE

256 Musket River Road • Washington, NJ 07882 • 908.555.5555 • TRedmond999@comcast.net

ENGINEERING / PROJECT MANAGEMENT

Maintenance Management ~ Project Engineering ~ Metals Industry

Results-driven and well-organized *Engineering Professional* able to combine a unique blend of formal technical education with a solid, hands-on background in the metals industry.

Extensive knowledge of manufacturing environments. Versatile team player with an ability to incorporate new concepts and interact with all levels of professionals. Expertise in industrial construction: foundations, structural steel, plumbing, and electrical. Work closely with management, consultants, vendors, and tradespeople.

Competencies Include

- | | |
|--------------------------------------|-----------------------------|
| ◆ Project Management | ◆ Troubleshooting |
| ◆ Maintenance Management | ◆ Planning and Development |
| ◆ Equipment Selection & Installation | ◆ Process Optimization |
| ◆ Vendor Negotiations | ◆ Cost Reduction Strategies |

Professional Achievements

As an Independent Consultant, and as a Maintenance Manager and Mechanical Engineer for Northeast Pipe Company, I developed expertise in the following areas:

Project Management—Provided design, project planning, and implementation for a variety of large projects that had a major impact on improving operations, efficiency, and profits.

- Specified, selected and managed the installation of a 150,000cfm pulse jet dust collector utilizing a 600hp blower, with more than 2,000 bags and 150-ft.-tall discharge stack. The project resulted in a drastic improvement in the air quality of the manufacturing area.
- Managed the design and implementation of a cooling tower for the cupola, for maintaining cool shell temperature. The 2,000-ton-capacity system included 150hp pumps running at 2,000gpm with extensive piping, all completed by in-house personnel.
- Renovated a 150-ft.-long annealing furnace with new burners, gas trains, blowers, ductwork, refractory, structural work, and new control room, to significantly increase production and efficiency.
- Directed the installation of seven air compressors, totaling more than 800 hp, in three climate-controlled rooms, to provide reliable shop air pressure.
- Consulted with a spray specialist on paint machine improvements in order to decrease paint use and improve the appearance of the product. Developed and managed the conversion process, which included a new spray system, all new controls, paint storage tanks, hydraulic unit, pipe conveying system, and overspray removal.

Industrial Maintenance—Managed a maintenance team of more than 50 employees covering three shifts of operation. Personnel included a superintendent, nine foremen, millwrights, electricians, machinists, carpenters, and mechanics.

- Maintained the entire foundry consisting of scrap-loading cranes, 60 tons/hr charging system, cupola system, pollution-control equipment, wastewater treatment plant, cooling towers, hot-metal cranes, core department, six casting machines, annealing furnace, quality control, pressure-testing equipment, cement-lining station, seal-coating station, pipe lifts, air compressors, machine shop, buildings and grounds, and mobile equipment.

Continued

73

Combination. *Beverley and Mitchell I. Baskin, Marlboro, New Jersey*

If it were not for the Employment history section on the second page, this resume would be altogether a functional resume. The applicant's name is large enough to be seen at a distance in

Professional Achievements (Continued)

Environmental Compliance—Performed/supported storm-water testing and permitting, yearly stack testing, hazardous waste removal, solid waste storage, dust collector performance evaluations, monitoring well testing, wastewater treatment operations and testing, materials recycling program, and continuous emissions monitoring.

Operations—Supported operations in various capacities, including start-up, troubleshooting, environmental compliance, production upgrades, quality-control testing, maintenance, and new equipment commissioning.

Engineering Procurement—Procured items including pumps, bearings, gears, couplings, valves, pipe fittings, structural steel, fasteners, motors, cranes, gearboxes, hydraulic units, blowers, tooling, machined and fabricated parts, obsolete part substitutions, and pneumatic and hydraulic components.

Civil Engineering Design—Completed extensive design of reinforced concrete foundations, walls and slabs, structural steel building design and detailing, underground water supply and drain piping design, grading and paving throughout plant, and transit layout work.

Machine Design—Designed an assortment of machinery and machinery parts. Well-versed in fabrication and machining techniques and rebuilding of machinery (pumps, cylinders, gearboxes, cranes, lathes, etc.).

HVAC—Performed HVAC calculations, primarily blower and ductwork sizing. Designed, specified, and installed systems to provide furnace waste heat for pipe drying, fresh-air supply for control rooms, gas heaters for freeze protection, and infrared tube heaters for curing rooms.

Quality Control—Supported the plant's efforts in the ISO 9002 certification process. Experienced in product physical testing methods including Charpy impact, tensile, hardness, metallurgy, dimensional gauging, weighing, and pressure testing.

Piping—Designed and installed numerous piping systems for water, air, oxygen, nitrogen, natural gas, oil hydraulics, wastewater and sludge, powder conveying, fuel oil, and paint. Utilized several types of piping (carbon steel, stainless steel, cast iron, hydraulic tubing, copper, and plastic).

Materials Handling—Specified, operated, and maintained overhead cranes, forklifts, conveyor belts, pneumatic conveying systems, screw conveyors, bucket elevators, scissors lifts, conveyor chains, and pipe transfer cars.

Employment

- Independent Construction Consultant working on various construction projects 5/00–present
- Maintenance Manager, Northeast Cast Iron Pipe Co. 6/99–4/00
- Mechanical Engineer, Northeast Cast Iron Pipe Co. 4/90–6/99

Education/Professional

- New Jersey Professional Engineering License, 2002
- B.S., Mechanical Engineering—New Jersey Institute of Technology, 1989
- Computer skills include Internet proficiency, AutoCAD14, and Microsoft Word and Excel.
- Bilingual—English and Spanish

an average-size office. A profile, areas of competence, and achievements in a Professional Achievements section take up almost all of the resume. Boldfacing and underlining help the reader see the many areas of expertise indicated at length on pages one and two.

Martin G. Morrison III, P.E., L.S.

234 Laurel Court • Freehold, NJ 07728 • 732.555.5555 (H & F)

PROJECT MANAGER / ENGINEERING

Professional Engineer ~ Professional Planner ~ Professional Land Surveyor

Competencies Include

- Engineering Management
- Inspection Bonding
- Municipal/Township Engineering
- Budget Management
- Storm Water Management
- Planning/Zoning Board Reviews
- Sanitary Sewer Design
- Site Development
- Staff Training/Motivation/Development
- Project Management

Profile

Results-oriented Professional Engineer and Manager...known for technical resourcefulness and creativity...interact with governmental agencies, privately owned businesses, and individuals.

Professional Experience**MARCO ENGINEERING AND LAND SURVEYING, New York, NY (2000–Present)****Vice President**

Management and supervision of field survey crews and office personnel. Performed analysis of field work; prepared field schedules, topographical mapping, and right-of-way appropriation maps. Clients included the New York State Department of Transportation, the New York State Thruway Authority, the Metro-North Commuter Railroad, and the New York City Department of Design and Construction.

- Survey Project Manager for the LIRR East Side Access Project to Grand Central Station. This project employed a unique method of construction. Managed the scheduling, quality, and coordination of rail and topographic surveys with the Tunnel and Systems consultant.
- Managed the design survey for a noise barrier on the Grand Central Parkway, completing the project on time and within budget.
- Project Manager for the utility survey of the JFK Air Train Project for the Port Authority of NY/NJ. This project integrated light rail service between JFK Airport and New York City.
- Supervised the MTA-NYC Transit system project for a topographic, utility, and property survey of 12 subway stations in preparation for ADA improvements.
- Directed the site surveys for the New York State Department of Transportation on the following projects:
 - ♦ Completed the Hutchinson River Parkway safety improvements project on time and within budget. Prepared an Abstract Request Map for property acquisition for a pedestrian bridge, and a survey for ground photo controls using GPS, 3-D with GPS, and Einstein Loop.
 - ♦ The FDR Drive main roadways and service roads including a hydrographic survey of the East River for bulkhead treatment.
 - ♦ The rebuilding and rehabilitation of 3 bridges on I-95, requiring bridge structure surveys and roadway cross-sections.
 - ♦ The re-signing of the Henry Hudson Parkway from 72nd Street to Westchester County. Directed the topographic survey, the photogram metric survey, the ground survey, and the survey control report.
 - ♦ Supervised mapping of the Cross Bronx Expressway Right-of-Way, preparation of Abstract Request Maps for property acquisition, and a Right-of-Way report.
 - ♦ Successfully completed the survey of 3 bridges as part of the Van Wyck Expressway widening project.
- Project Manager for the New York City Department of Environmental Protection's Westchester Creek CSO Detention Site Preparation Survey, which was completed on time and within budget. Directed preparation of the site survey, the title search, and setting of the property corners.

Combination. *Beverly and Mitchell I. Baskin, Marlboro, New Jersey*

If it were not for the two-column list of competencies and the brief Profile, this resume would be essentially a chronological resume. Small, square bullets point to either responsibilities or

Page Two

MARTIN G. MORRISON III, P.E., L.S.

Professional Experience (Continued)**CORMAN ENGINEERING, HIGHTSTOWN, NJ (1997–2000)****Project Manager**

- As consultant to Marlboro Township, supervised inspections, bonded item compliance, bond reduction, billing, and recommendation for bond release.
- Managed the site-development surveys for a variety of projects in order to obtain final approvals from the Planning Board, Department of Environmental Protection, and other applicable agencies. Projects included an Assisted Living facility, a franchise restaurant, and a townhouse community.
- Responsible for the surveying and engineering of Sewer and Water Extensions, Stream Encroachment, Soil Conservation Service, Soil Erosion, and Sediment Control.

L & F ASSOCIATES, MIDDLETOWN, NJ (1995–1996)**Principal Engineer**

Consulting Engineering assignment as Assistant Township Engineer for Holmdel Township.

- Supervised the administration and inspection of active bonded projects of 16 subdivisions and 21 site plans.
- Prepared estimates to determine quantities for bonded projects.
- Reviewed plans for Planning Board compliance.
- Provided day-to-day response to residential complaints and inquiries.

As the in-house Bonding Specialist, represented L & F at various Planning and Zoning Boards throughout New Jersey for plan review and meeting participation.

LOMAN, CARMICHAEL, GIFFORD & KASE, BRICK, NJ (1986–1994)**Associate, Project Manager**

Managed the site-development engineering and surveys for several types of projects. Obtained approvals from local Planning and Zoning Boards, as well as other government agencies.

- Provided a unique roadway and log design for the Knob Hill Development, Howell Township, NJ, consisting of 24 homes. The road, lot grading, and detention area were constructed without affecting a wetland area in the middle of the site.
- Supervised engineering, surveying, and final approvals for the Shore Oaks Golf Course Development in Howell Township, NJ. The 450-acre site included 170 single-family homes and an 18-hole golf course. The project required a zoning change and offsite utility extensions for sewer, water, gas, and electric.
- Completed the site plan and survey for a 50,000-square-foot commercial warehouse, which involved wetlands delineation, stream encroachment applications, and sanitary sewer extensions to the site.

HAMMOND, FREEHOLD, NJ (1982–1986)**Corporate Engineer**

- Responsible for the coordination and design of all corporate land-development projects.
- Managed the activities of in-house personnel, and supervised the coordination of outside contractors.
- Designed and directed the planning of water and sewer extensions, pumping stations, production wells, and water towers of the Adelphia Water & Sewer companies.

BOROUGH OF FREEHOLD, FREEHOLD, NJ (1975–1982)**Assistant Engineer**

- Prepared plans and specifications for all contract work.
- Inspected and supervised all construction, maintenance, and repair work on streets, curbs, sidewalks, and drainage systems.
- In charge of maintaining the municipal tax maps and all surveying required for construction, reconstruction, and modifications to borough streets.

Education and Certifications

BS ~ Civil Engineering, NEW JERSEY INSTITUTE OF TECHNOLOGY, Newark, NJ

Licensed Professional Engineer—NJ, NY, PA, and CT

Licensed Professional Land Surveyor—NJ and NY

Licensed Professional Planner—NJ

achievements throughout the Professional Experience section. Diamond bullets point to a sublevel of projects completed at the most recent workplace. Page borders tie together the two pages. Larger-than-average “small caps” make the company names easy to see at a glance.

LOUIS G. AMES

457 Kimberly Drive • Wall, NJ 07719 • 732.567.2356 H • 732.569.8321 C • lames@monmouth.com

ENGINEERING EXECUTIVE***Metals Industry ~ Engineering ~ Manufacturing***

Multi-dimensional hands-on business professional providing leadership, vision, creativity and business acumen in driving and managing business growth. Skilled in relationship building, metals, engineering and manufacturing line management. Accomplished in planning and executing projects from concept through production, with strong troubleshooting and problem-resolution skills. Highly organized and detail oriented. Demonstrating broad strengths and accomplishments in

Strategic Planning
New Business Development
Business Management
Lean Manufacturing
P & L Responsibility
Production Management
Plants & Facilities

Project Management
Quality Management
Product/Process Design
Engineering Management
Training/Education
Financial Management
Manufacturing Techniques

Staff Management & Development
Crisis Management
Troubleshooting/Problem Solving
Contract Negotiations
Customer/Vendor Liaison
Marketing & Sales
Leadership/Motivation

Twenty-seven years of experience in general management with progressively responsible management and technical positions. Adept at improving products and processes, and operational effectiveness with bottom-line results.

~ Operations Management/Lean Manufacturing/Engineering/Metals Industry ~

PROFESSIONAL EXPERIENCE—General Management/Operations/Sales**NEW JERSEY COMPUTER SCIENCE INSTITUTE, Newark, NJ**

NJCSI is an accredited postsecondary vocational educational facility providing authorized instructor-led and hands-on IT training for the profit market. NJCSI is operated locally under the auspices of the NJ Department of Education and federally under the ASSCST. Organization employs 75–100 staff, maintains a 35% New Jersey market share selling services to the corporate and general population and ranks among the top 20 private for-profit training centers within the state.

Director of Operations & Training 1991–Present

Recruited to oversee daily operations of educational institute with full P&L responsibility for operations, maintenance, facilities, placement, corporate training and purchasing departments. Extensive knowledge of networks, Internet, database systems and programming processes.

- Recommended, acquired and implemented software, hardware and all IT equipment for the institution.
- Provided leadership and strategic direction for organization with emphasis on leading-edge technology.
- Reported directly to the President, implementing set agendas and achieving tactical/strategic goals.
- Authored and implemented overall budget, ensuring business objectives were achieved on a timely basis.
- Hired, evaluated and mentored staff, providing needed training and necessary staff changes.
- Instituted new consulting division with full P&L responsibility for sales, marketing and IT installations at all customer sites.
- Identified and assessed operational concerns, taking corrective actions when necessary.
- Introduced new technologies and innovations while increasing alliances and enrollment by 150%, resulting in doubling sales figures.

PROFESSIONAL EXPERIENCE—Engineering Management/Technical Operations**GAMMA METALS INC., Jersey City, NJ**

Gamma Metals is the world leader in the development, manufacturing and sales of innovative materials used in the electronic assembly process with revenues of \$130M annually. Clients include IBM, COMPAQ, Motorola, Seagate, Conner and the automotive industry.

Manufacturing/Key Manager 1990–1992

- Oversaw the production and distribution of solder paste and powder to domestic/international divisions.
- Managed myriad projects within budgetary restrictions, achieving corporate growth.
- Extensive knowledge and demonstrated experience of manufacturing, testing, and regulatory and quality operational issues associated with worldwide distribution.
- Authored and oversaw departmental budget.
- Liaison with domestic/international sales and marketing staff to improve overall product performance through modifications.
- Increased sales by 200% and reduced manufacturing downtime by 45% by introducing statistical process controls.
- Increased product shipments by 300%, reduced network by 75% and implemented JIT by testing to improve manufacturing techniques/production processes.

75**Combination. Beverley and Mitchell I. Baskin, Marlboro, New Jersey**

Font sizes are smaller in this resume because there is more information to communicate to the reader. Strengths and accomplishments are placed in three columns after a profile. Boldfacing

LOUIS G. AMES**PAGE TWO**

- Increased production output by 87% while gaining Union/Teamster acceptance and contract ratification by expanding weekly operation shifts.
- Graduate of *Corporate Quality Improvement Process* and instituted this process in preparation of ISO 9000 certification.

MEDICAL TECHNOLOGIES INC., Rahway, NJ

Medical Technologies, a start-up medical device (pulmonary and respiratory products) and consulting firm, with approximately 50 staff and \$5M in annual sales.

Director of Manufacturing/Engineering 1985–1990

- Liaison with medical community and regulatory agencies.
- Senior staff member formulating key tactical and strategic programs impacting company operations.
- Led multidisciplinary teams responsible for product design, marketing and manufacturing.
- Hired, trained and motivated engineering staff, forming a cohesive approach to the product-development process.
- Improved current operational procedures to speed the documentation of medical device procedures to gain design, manufacturing and packaging approval within 90 days.
- Managed full project life-cycle, bringing a new product from design to manufacturing.
- Increased sales from \$175K to \$2.5M over four fiscal years by designing precision electronic/mechanical, durable medical equipment while creating manufacturing facility 2 months ahead of schedule and 15% under budget.

ELECTRO-CATHETER TECHNOLOGIES, Linden, NJ

Company designed, manufactured, marketed and sold adult and pediatric cardiovascular catheters employing 250 staff, with 2 production plants, and \$25M in annual revenues. Ranked among the top 25 cardiovascular catheter firms in the country.

Vice President of Operations 1983–1985

Hired to institute ME department and facilitate the smooth transition of products from R&D to manufacturing.

- Key player closely working with suppliers to ensure that subassemblies and components meet engineering, quality and delivery standards.
- Investigated strategic alliances and partnerships, enhancing capabilities of engineering/manufacturing efforts and improving product line.
- Reduced transition time from R&D to manufacturing by 80%.
- Saved \$200K in materials/assembly time within first two fiscal years by introducing 15-second ultrasonic welding cycle.
- Completed facilities by 10+% under budget for new products while increasing production.

BECTON DICKINSON & COMPANY, Rochelle Park, NJ

Division Senior Engineer 1980–1983

SECON METALS INC., White Plains, NY

Production/White Room Lead Engineer 1975–1980

EDUCATION

MONMOUTH UNIVERSITY, Long Branch, NJ

Master of Business Administration—Finance - Ongoing

MANHATTAN COLLEGE, Riverdale, NY

Bachelor of Science—Mechanical Engineering (BSME)

TRAINING

Total Quality Management (TQM)—Phillip Crosby Associates

Strategic Planning & Financial Analysis—American Management Association

Interactive Management & Stop Program—Dupont Corporation

CERTIFICATIONS

Adobe Certified Expert—Photoshop (ACE)

AutoDesk Certified Instructor

MCSE—NT 4.0 & MCT-NT 4.0

COMPUTER SKILLS

Microsoft Office (Word, Excel, PowerPoint, Access), WordPerfect, Lotus 1-2-3, AutoCAD 2002, Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Web Design, E-mail and Internet, and accounting software packages.

makes the information in the columns stand out. In the Professional Experience section, boldfacing helps distinguish general management from engineering management and directs attention to workplace names and job positions. Bold italic is used for the main section headings.

SEAN L. STEEPER

17 Woodcliff Road
Westboro, MA 01581

Home: 333-333-3333
slsteeper@hotmail.com

INDUSTRIAL ENGINEER

New Product Design • Manufacturing Process Redesign • Project Management

EDUCATION

University of Massachusetts ~ Amherst, MA
B.S. Industrial Engineering ~ Graduated with Honors ~ May 2003

RELEVANT COURSEWORK

Engineering Design • Systems Engineering • Computer Integrated Manufacturing • Production Systems
Production Engineering • Operations Research • Oral and Visual Communications
Industrial Psychology • Ergonomics • Quality Management

ACADEMIC PROJECTS

- Researched and recommended alternative methods for coating coronary stents for a leading manufacturer of cardiovascular products. Designed and manufactured prototype for spray-coating each stent, as opposed to the current practice of dipping them, which resulted in a 25% reduction in defects.
- Designed a facility and assembly-line layout to optimize production for an electronics products company.
- Generated a comprehensive Safety and Development Plan for a medical devices company.
- Created an ergonomically efficient material-handling trolley.

ENGINEERING EXPERIENCE

ABC Cardiovascular, Amherst, MA
Industrial Engineer, Co-Op

5/02–10/02

- Designed, developed, and implemented a unique device for facilitating the movement of coronary stent and catheter products from one workstation to another, resulting in a 20% decrease in scrapped product.
- Revised and simplified the Standard Operating Procedure for a label-printing machine that included detailed, easy-to-follow troubleshooting procedures and digital photographs.
- Analyzed production reports associated with a crimping machine and successfully identified one product that was consistently more prone to defects than others. Recommended machine adjustments to alleviate defects.
- Optimized floor space by rearranging and redesigning four production cells within a tightly constricted space.
- Member of a team to prepare for a critical FDA audit. Ensured machines were fully validated and safety guards were properly and securely in place.

ADDITIONAL EXPERIENCE

Albright Roofing and Painting, Framingham, MA

9/03–Present

Construction Laborer—Contribute to roofing and home painting projects.

Dunmore Plastering, Southboro, MA

Summers 01 and 03

Plasters Foreman—Organized and monitored building materials and inventory levels.

Independently Employed, Amherst, MA

1/99–5/01

Agricultural Contractor—Performed agricultural contract work for farmers.

76

Combination. *Jeanne Knight, Melrose, Massachusetts*

“The focus on Education, Relevant Coursework, Academic Projects, and Engineering Experience nicely positions this new graduate for a full-time position as an industrial engineer”—resume writer’s note.

Finance

Resumes at a Glance

RESUME NUMBER	OCCUPATION	GOAL	PAGE
77.	Claims Department Manager/ Supervisor	Not specified	157
78.	Senior Cost Analyst	Not specified	158
79.	Director, Development & Corporate Planning	Not specified	160
80.	Director, Expense Management & Procurement	Senior Management Executive	162
81.	VP, Business Development Officer	Not specified	164
82.	Assistant VP/Trust Officer	Not specified	166
83.	Senior Manager	Corporate Finance Executive	168
84.	CFO, Treasurer, & Executive VP	Chief Financial Officer	170
85.	Financial Services Representative	Internal Wholesaler	173
86.	School Business Manager	Public-sector Manager	174
87.	Director, Investments	Not specified	176
88.	President/CEO/Director	Not specified	178
89.	General Partner, Real Estate	Real Estate Development Manager	180
90.	Customer Service	Financial Analyst	182

Helene Hirsch

46 Brook Hollow Road
Selden, New York 11700

(631) 382-2425
hirsch@online.com

Qualifications

- **Fifteen years** of progressive experience handling multiple lines of insurance claims.
 - Experience in handling property claims, Commercial Auto Liability, Bodily Injury, and General Liability lines.
 - Knowledge of applicable insurance contracts (commercial P&C), laws, and DOI regulations.
 - Interfaced effectively with policy holders, claimants, physicians, medical providers, attorneys, and repair shops.
-

Work History & Summary of Key Skills

Claims Department Manager/Supervisor (15 years), ProCar Insurance, Garden City, New York
Initially hired as a Claims Representative Trainee and was quickly promoted to Senior Claims Representative and ultimately was selected as Claims Department Manager/Supervisor. **Prevented losses, contained costs**, and exercised initiative and independent judgment.

Effective Negotiation Abilities

Negotiated property-damage and personal-injury claims on both first- and third-party claims. Authority to **negotiate up to \$500,000** per claim.

Evaluated settlement strategies and alternatives. Determined settlement value and analyzed the potential costs, benefits, and risk of litigation.

Attended mediation conferences and claim committee meetings to **achieve fair and equitable settlements**.

Keen Investigative Skills

Investigated commercial auto-property damage claims. Acquired information and maintained accurate records regarding accidents from policy holders and claimants.

Conducted investigations of accidents, screened vehicles, researched missing information on claim forms, and processed claims from cradle to grave.

Arranged independent medical exams, reviewed reports, and followed up on inconsistencies and/or coverage issues.

Strong Leadership Qualities

Managed a staff of 6 claims representatives, 2 claims processors, and 2 appraisers.

Assigned incoming claims and **monitored process** to ensure accurate and timely handling of all claims. Held biweekly claim committee meetings to evaluate and delegate authority to settle third-party claims.

Interviewed and trained staff in technical software, company procedures, and claims regulations/statutes.

Education

Bachelor of Arts, Finance, State University of New York at Stony Brook, Stony Brook, New York

Strong references available upon request

Functional. *Linda Matias, Long Island, New York*

This insurance professional had been out of work for many years, so the writer did not include dates in the resume. She did mention the applicant's 15-year work history but embedded the information in the text.



FRANCIS LANFORD

Senior Cost Analyst

[experience](#) | [education](#) | [text format](#) | [contact me](#)

CAREER SUMMARY

Broad experience in profit analysis, variance analysis, cost tracking, project management, model development, compliance management, and budgeting. Thoroughly familiar with traditional and activity-based costing systems and variables.

- **Accurate and Detail-Oriented:** Proven ability to initiate and accomplish tasks independently and consistently contribute 110%. Solid skills in multitasking and time management.
- **Effective Communicator:** Work well with management staff and personnel at all levels. Equally comfortable dealing with customers, vendors, and the general public.
- **Computer-Literate:** Proficient in Excel, Access, Word, Outlook, and PowerPoint. Expert knowledge of database systems and TSO / SQL queries. Proven ability to quickly learn and adapt to new technologies.

EXPERIENCE

ACME FREIGHTWAYS—Seattle, Washington

Senior Cost Analyst (2003–Present)

- Supervise staff, coordinate activities of costing group, and oversee department training. Perform difficult / complex analyses as needed.
- Improved efficiency by redesigning complex Excel spreadsheets (multiple models, up to 61 sheets).
- Designed process to support implementation of paperless (database) system in 2003.
- Developed surcharge rate system in Excel to accommodate variables (requires monthly, bimonthly, and weekly reevaluation).
- Member, Data Security Committee.

Cost Analyst (1999–2003)

- Developed department costing models and comprehensive profit analysis discounting methodology.
- Prepared detailed reports and presented information to upper management.
- Worked extensively with data warehouse systems; constructed and submitted queries, built models, and maintained templates.
- Functioned as direct liaison to customers; prepared and distributed weekly rate bulletin to ensure customer access to fluctuating rates.
- Member, Pricing Committee.

Cost Accountant, Management Accounting (1995–1999)

- Prepared journal entries, audited reports, developed computer models, and provided revenue narratives.
- Published Executive and Board statements and facilitated weekly forecasting.
- Prepared monthly / quarterly cost reports.
- Processed and settled intercompany accounting transactions and dealt extensively with foreign currency issues.
- Played an important role in updating company's international systems to U.S. standards.

Combination (Web). *Pat Kendall, Tigard, Oregon*

A frame containing a monogram within a page border shows that a resume displayed on the Web can be attractive. This e-resume has many characteristics of good resume design, such as

ADVOCATE INCORPORATED—Dallas, Texas

Financial Analyst (1989–1995)

- Supervised staff of three, reviewed financial statements, analyzed variances, and compiled monthly income statements.
- Functioned as Payroll Department analyst.
- Reviewed capital appropriation requests, marketing plans, and expenditures.
- Developed annual business plan and flexible budgets.
- Conducted post-expenditure audits.

ABC CONSTRUCTION COMPANY INC.—Seattle, Washington

Office Manager (1983–1989)

Managed administrative operations and supervised two clerical workers.
Responsible for general bookkeeping and budget management.
Prepared staff payroll.

EDUCATION

UNIVERSITY OF SEATTLE—Seattle, Washington

BS Business Administration (1983)

PROFESSIONAL DEVELOPMENT

AMA Financial Analysis
Stress Management
Coping with Change
Project Management
Information Management

CONTACT ME

(555) 000-5555
FLanford@careerfolio.com

plenty of white space, effective use of boldfacing, parallel items in bulleted lists, and an uncluttered look. Note that contact information appears at the end.

EDWARD POTTER

752 Dexter Street #17
Santa Clara, CA 95050

edwardp@pacbell.net

408-666-2222 (home)
408-666-8000 (cell)

MANAGEMENT PROFILE

Business Intelligence management professional with a track record of significantly enhancing company operations. Define requirements aligned with strategic plans developed by senior management. Initiate partner relationships with IT staff to deliver critical decision-making information.

Key Strengths & Expertise

- Corporate strategic and tactical planning
- Project management to reduce risk
- Continuous process improvement
- Cross-functional team leadership
- Relational and OLAP database modeling
- Revenue-driven information management
- Focus on cost-effective problem solving
- Effective change agent and communicator
- Delivery of automated, accessible customer solutions
- Hands-on experience with Essbase, VBA, and Excel

PROFESSIONAL EXPERIENCE

Capsule Magic, Inc. / CapsuleMagic.com, Inc., Arcadia, CA / Santa Clara, CA Jan. 2002–Present

Director, Online Development & Corporate Planning (Capsule Magic, Inc.)

- Requested by senior management to remain with the newly combined company during the transition period to execute a comprehensive knowledge transfer, which included communicating the relationships among Web traffic, site transactions, direct and indirect revenues, and the expenses required to drive revenues.
- Designed and built multiple Essbase models, including a dealer-profitability model that provided margin visibility and analytical capability to Marketing, Sales, and Finance at the supplier and customer levels across several consumer and fulfillment brands.
- Interacted with IT and business managers to achieve data definitions suited to their needs and to create the necessary data sets.

Director, Online Development & Corporate Planning (CapsuleMagic.com)

- Managed the Finance and Business Intelligence team, which included a Financial Systems Manager, a Business Analyst, and a Web Site Analyst.
- Formed a cross-functional metrics team that worked with senior management to define operational reporting requirements and centralize tactical decision-making. Enabled transformation of a pro forma financial loss of approximately \$1.0 million per month into a break-even situation by re-architecting the forecasting process for greater visibility and access to product-line managers.
- Delivered support to Marketing and Product Management for measuring and analyzing the success of new Web site features / products and online-marketing campaigns.
- Directed the development of tools to optimize partner / affiliate relationships from the standpoint of both cost and performance.
- Initiated a company-wide report inventory that identified over 500 existing reports. Communicated with business managers and IT staff to select critical reports for retention and thereby reduce the resource commitment needed to support the reporting function.
- Contributed significantly to preparing the company for sale to Capsule Magic. Key actions included
 - Modeled performance of major portal relationships to support the CFO and CEO in successful contract renegotiations.
 - Prepared due diligence materials, including driver-based models, to assist synergy modeling and analysis of historical expenses and revenues.
 - Designed and built an Essbase model to enable senior management to analyze and restructure the combined company prior to closing the sale.

Combination. *Georgia Adamson, Campbell, California*

This situation was complex: the applicant wanted to move to a higher management position, but the company he was leaving had been sold, and he had been asked to stay awhile to

EDWARD POTTER**PAGE 2*****Manager, Business Intelligence (CapsuleMagic.com)***

- Interacted with the senior management team to clarify business objectives and develop corporate restructuring scenarios. Created and implemented strategies to transition the company from a dealer-referral model to one focused on the larger information-services market.
- Planned, directed, and implemented significant Essbase-related actions, including the following:
 - With an outside consultant, developed a Hyperion Essbase model to provide actionable financial and transaction information, as well as accurate forecasting ability.
 - Managed a consultant and a staff programmer, who developed front-end templates for entering data in and generating reports from Essbase.
- Developed the information architecture required for the IT staff to provide high-quality data for financial and Web site performance analysis.
- Teamed with the Director of Online Development to design a Web-traffic and transaction-analysis model that provided decision support for partner deal analysis and negotiation.
- Recruited by the company to investigate and resolve a number of problems. Key actions included partnering with the Controller to improve operating efficiency as well as board and SEC reporting.
- Promoted to a position as Director of Online Development and Corporate Planning.

Petroni Winery, Tracy, CA

Feb. 1999–Jan. 2002

Associate Financial Systems Analyst, Corporate

- Streamlined consolidation of domestic and corporate financials by re-engineering the International Finance reporting system. Prepared consolidated monthly reports and performed monthly closings.
- Contributed to successful migration of International to an Essbase system. Researched and identified opportunities to streamline and automate data flow in a mixed NT and UNIX environment.
- Created aids for management reporting and profitability analysis by developing Essbase front-ends using Excel and VBA. Trained key analysts in the front-end development process.

Associate Financial Analyst, International

- Analyzed and revamped the group's forecasting for Y2K and other potential problems, which involved dealing with information from subsidiary operations in 78 countries.
- Developed automation tools and leveraged corporate data systems (Data Warehouse / Data Marts) to eliminate manual data entry, reduce errors, and shorten the financial closing cycle.

Business Analyst

- Provided critical support to the cross-functional team that redesigned the company's domestic distribution network. Reduced the network design time of analysts and reduced annual costs more than \$1.0 million by developing a database-driven, distribution-network-modeling application. Started with a pilot program in Louisiana, followed by nationwide rollout.
- Reduced tax overpayments and potential penalty exposure by designing and building a system to reconcile tax payments made by third-party warehouse operators. Trained Compliance staff in usage.

EDUCATION, PROFESSIONAL DEVELOPMENT, & AFFILIATIONS

- **M.B.A. in Finance**—one year completed, California State University—Hayward, Hayward, CA, 2000
- **B.A. in Political Science**, California State University—Hayward, Hayward, CA, 1997
- **A.A. in Political Science**, Mission College, Santa Clara, CA, 1995
- **Essbase Bootcamp**, FP&A Train, San Mateo, CA, June 1999: OLAP technology and Essbase application development
- **Visual Basic Programming**, Certificate of Merit, Tracy, CA, September 2000
- **Institute of Management Accountants (IMA)**, member since 2000

facilitate the transition to the new entity. A number of his recommendations could not be shown as achievements because they had not yet been implemented. The writer decided to mention senior management's request that he stay on, and to refer to some of his suggestions that were implemented.

MICHAEL FISHER, MBA, CPA717-222-8988
fisher@email.com
2283 Atlantic Avenue, York, PA 17404**SENIOR MANAGEMENT EXECUTIVE***Finance ... Change Management ... Procurement ... Purchasing*

Visionary strategist with a demonstrated ability to deliver corporate objectives. Solid 13-year career creating market advantage; reducing and controlling expenses; and fostering a culture of teamwork, shared mission, and dedication to customer satisfaction. **Key strengths:**

"You quickly jumped in with both feet and made an immediate contribution to our team. Specifically, your analysis and projections of our financials and operational metrics within our group have been right on track."

John Jones
General Manager

Michael "improved his revenue standing as the manager from the #6 position to the #2 position in about 60 days."

Loren Hughes
Director
Consumer Ops

Leadership ... Pioneered a service program to improve customer service ratings that exceeded quarterly targets and captured the #1 position among 7 teams. The program was adopted by corporate and rolled out in 21 offices.

Cost Reductions ... Collaborated with intradepartmental managers and senior executives to implement a cost-reduction plan company-wide. Negotiated a telecommunications contract that generated \$1.8 million in savings annually.

Change Management ... Drove the organization ranking from #6 out of seven to #2 in sales performance within 60 days by introducing an empowering, team-based management style.

Vendor Sourcing ... Consolidated temporary services sourcing from 50 providers to one national contract, generating \$200,000 in annual expense savings.

Team Building ... Championed employee development, recognition, and open communication that positioned the call center as #1 in product retention within a 9-state region in 5 months.

New Product Launch ... Introduced incentives and measurement tools that positioned the territory as #1 in telephone sales within a 5-territory region.

Participative Management ... Partnered with the Communications Workers of America (CWA) union to create a performance-based work environment, establishing best-in-class benchmarks for management practices.

Training & Development ... Key member of a 6-person team tasked with developing sales effectiveness training and implementing a certification process. Drove 15% annual sales increases post-implementation, garnering the VP/GM "Shining Star" Award.

PROFESSIONAL EXPERIENCE

BANK OF AMERICA, York, Pennsylvania

Director of Expense Management & Procurement—2002 to Present

Recruited to take over leadership of a department with a history of ineffective leadership, lack of performance, escalating expenses, and excessively high budgets. Manage a 15-person staff and \$100 million expense budget; report directly to the Controller.

- Reduced expenses by \$2.5 million through detailed reports and analysis of travel, telecom, express mail, copier leases, office supplies, document management, and cell phone policies.
- Partnered with the Human Resource Director to negotiate a 10% contract reduction on a national temporary services contract, yielding an annual expense savings of \$200,000.
- Pioneered the department's first-ever incentive performance plans.

80

Combination. *Cindy Kraft, Valrico, Florida*

Most of the applicant's background was within the telecom industry. When that industry faltered with the economy, he was ready to transition to a new industry. "He submitted this

MICHAEL FISHER

Page 2

717-222-8988

VERIZON, Tampa, Florida

Hired as a Senior Internal Auditor, launching a successful ten-year career holding increasingly responsible management positions with this Fortune 100 communications services company. Recruited for a special assignment as Finance Manager with P&L responsibility for a \$200 million expense budget.

Manager of Sales/Service/Retention, Consumer Services — 2001 to 2002

Selected to drive sales and ensure customer service and retention. Managed 12 direct reports and 100 union-represented employees.

- Personally selected by senior management from among 1,000 candidates to participate in the Gateway Leadership Program.
- Completely turned around sales performance, taking the team from #7 to #2 in 60 days. Maintained the second-position slot for the balance of 2001.
- Initiated the customer service and satisfaction program that took ratings from #3 to #1 in 60 days.
- Built team unity and empowered employees to achieve corporate goals, establishing the team as #1 in product retention and beating the company's regional retention rate by 8%.

Manager of Sales Excellence, Consumer Services — 2000 to 2001

Personally chosen for leadership, product knowledge, vision, and financial expertise for this newly created position.

- Developed the Sales Effectiveness Training program that standardized training, strengthened the overall regional sales organization, and led to annual revenue increases of 15%.

Finance & Call Center Manager, Consumer Services — 1997 to 2000

Promoted to finance manager and within 12 months assumed additional responsibilities directing a 13-person team in the special-needs call center.

- Resolved a \$20 million shortfall in sales goals to finish #1 in booked revenues by benchmarking internal performance, reallocating revenue goals between sales and service departments, and employing performance metrics for sales representatives.

Financial Analyst, Consumer Services Finance — 1996 to 1997

Conducted post-promotion marketing reviews for profitability; recommended marketing and operations funding prioritizations; reviewed income statement categories to evaluate financial trade-offs; and analyzed activity-based costing system results.

PRIOR RELEVANT EXPERIENCE

Financial & Compliance Auditor, FLORIDA AUDIT DEPT., Tallahassee, Florida — 1990–1992

Staff Accountant, Audit Staff, ERNST AND YOUNG, Nashville, TN — 1989–1990

EDUCATION

Master of Business Administration, University of Florida, Gainesville, Florida — 2001

Bachelor of Science in Accounting, Purdue University, West Lafayette, Indiana — 1989

CERTIFICATIONS

Certified Public Accountant (CPA) • Certified Internal Auditor (CIA)

Certified Information Systems Auditor (CISA)

resume and had three offers on the table simultaneously...two with banks and one with a restaurant." The shaded box with testimonials is an attention-getter, buttressed by the list of key strengths of the same height and close to it. Bold italic makes these key strengths stand out.

BRADLEY SULLIVAN

669 Gillvrey Road
Croton, New York 08890

(555) 555-5555
bradsull@aol.com

PRIVATE BANKING ... COMMERCIAL LENDING ... MANAGEMENT

Consistent achievements as a top producer, increasing revenues, portfolios and profits through expertise in business development, relationship building, exceptional customer service and attentive followup. Recognized for managing the highest-quality portfolios.

Strategic planning and sales and marketing experience combine with qualifications in training, developing, coaching and managing staff to achieve performance objectives.

Licensure: NASD Series 7 and 63.

PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

FIRSTBANK, New York, New York (1999–present)

Vice President, Business Development Officer, Private Clients Group (2000–present)

Private Banker (1999–2000)

Cultivate and manage new and existing client relationships of high-net-worth individuals and their related businesses. Develop sales plan for each relationship to provide an array of services: investment management, estate planning, credit and personal banking products. Continually expand referral network through contact with various internal business partners and external financial intermediaries. Coordinate events/seminars for new business development.

Results

- ◆ Successful track record of fee generation through sale of investment management accounts, surpassing industry benchmark for the market: \$6 million in 2000 to \$18 million in 2004.
- ◆ Selected based on product expertise and sales results to train business development officers of newly acquired organization in private equity investment products.
- ◆ Recognized for top sales performance in 1999, generating more than \$4 million in fees.

BANK OF NEW YORK, New York, New York (1989–1999)

Fast-track advancement through progressively responsible positions in Private Banking. FirstBank acquired Bank of New York in 1995.

Vice President and Unit Manager, Private Banking Group (1993–1999)

Promoted to provide management direction to 2 business units with combined portfolios of \$425 million in deposits, loans and assets under management. Designed and executed successful relationship-banking marketing plan for the sale of credit, trust (investment management and estate planning) and transaction products/services. Developed, coached and supervised team of 8 relationship managers and administrative assistants.

Results

- ◆ Evaluated and improved quality of the portfolios at both offices; credited for consistently maintaining the highest-quality portfolios, which included managing highly sensitive corporate relationships.
- ◆ Achieved revenue and customer-retention goals while increasing client profitability through relationship building, outstanding service delivery, cross selling and referral development.
- ◆ Contributed \$1.5 million annually in fees through referral business to various banking divisions within the company.

continued...

Combination. *Louise Garver, Enfield, Connecticut*

This candidate was vying for an internal promotion in a highly competitive organization. The resume focused on his strong achievements and helped him land the next assignment. Note

BRADLEY SULLIVAN – PAGE 2

Vice President, Private Banking Group (1990–1993)

Managed the Greenwood private banking office and staff. Managed \$53 million portfolio (loans and deposits). Aggressively marketed and cross-sold all bank services. Reviewed and strengthened asset quality, including performing workouts, restructures and transfers of problem credits.

Results

- ♦ Consistently exceeded production goals for new loans, deposits and fee income. Recognized as an effective negotiator, generating highest level of fee income (\$350,000 annually) division-wide.
- ♦ Turned around an adversarial relationship between consumer lending and private banking and forged a cohesive team.

Assistant Vice President, Private Banking Group (1989–1990)

Recruited to establish, build and manage the Westchester office's private banking operations. Designed marketing plan and originated new business by nurturing existing relationships and referral sources.

Results

- ♦ Built book of clients from zero base and managed top quality loan, investment and deposit portfolio (\$7.1+ million) with no loan losses. Generated more than \$50,000 in annual fees.

WEBBER BANK, New York, New York (1983–1989)**Banking Officer, Private Banking and Trust Division** (1984–1989)**Banking Representative II, Community Banking** (1983–1984)

Developed and executed an effective business development plan through intermediaries, colleagues and existing client base. Built and managed solid client relationships; communicated with other bank division personnel to effectively resolve any client issues.

Results

- ♦ Grew and managed \$12 million deposit portfolio and \$6 million loan portfolio.

EDUCATION

Columbia University, New York, New York
B.A. in Finance, 1983

PROFESSIONAL DEVELOPMENT / TRAINING

Credit Development Program
Fiduciary Banking
Management Information Systems
Asset Allocation Service and Estate Planning

how the achievements are presented as "Results" with diamond bullets. In most instances the bulleted information is quantified in dollar amounts. The pair of horizontal lines near the top of the first page encloses and draws attention to the first comments about the candidate's achievements.

Evelyn C. Murphy

1929 Hubbard Road
Midland, Michigan 48640

989-555-3333
murphy@internet.com

Accomplished administrator with excellent track record in positions of increasing responsibility. Recognized for delivering personalized client service. Respected by clients and colleagues. Experience in managing and performing administrative support functions. Comprehensive knowledge of legal issues relating to probate. **BBA** degree.

Functional Areas of Expertise

- ❖ In-depth client service & relationship building
- ❖ Probate, trusts, estates, and conservatorships
- ❖ Laws and procedures relating to municipal bonds
- ❖ Interaction with attorneys and court officials
- ❖ Assets and FET 706 worksheets
- ❖ Administrative & operations management

Personal Assets

- ❖ Analytical and highly detail-oriented
- ❖ Written and verbal communication skills
- ❖ Self-motivation and perseverance
- ❖ Vision
- ❖ Integrity
- ❖ Professional demeanor

Highlights of Accomplishments

- ❖ Instrumental in establishing policies and procedures for new charitable fund (Thomas Trust Foundation) with initial assets of \$5 million. Served as Secretary to the Board. Spearheaded partnership with community service organization Zonta International. Organized and facilitated annual meeting.
- ❖ Served as Stock Transfer and Paying Agent for Fifth Third Bank. Solely responsible for facilitating stock transfers in adherence with stringent SEC policies and procedures.
- ❖ Selected to serve on focus group under auspices of North Central Bankers Association. Committee reviewed existing laws relating to conservatorships and evaluated appropriateness of future lobbying efforts on behalf of the association.
- ❖ Devised and implemented system to centralize word processing operations (prior to availability of personal computers). New system reduced support staff by half while increasing efficiency.
- ❖ Collaborated with computer programmer to develop software to handle specific financial transactions.
- ❖ Nominated for Midland Area Chamber of Commerce *Athena Award* (1995), established to recognize contributions by women in the business and professional community.
- ❖ Received *Zontian of the Year* award and *President's Award* from Zonta International of Midland.
- ❖ Honored with Fifth Third Bank *Community Service & Citizenship* award.

— continued —

Combination. *Janet L. Beckstrom, Flint, Michigan*

The applicant was a highly qualified individual, one of about 200 middle managers laid off from a regional bank. She had about 25 years of experience with the bank and considerable

Evelyn C. Murphy

989-555-3333

Career Path

Fifth Third Bank Estate Management, Inc. • Midland, Michigan

1978–2006

Assistant Vice President/Trust Officer—Personal Trust/Probate

- Administered 140 personal trust, estate, and investment accounts valued at \$52 million. Acted as conservator, settled probate estates, administered revocable and irrevocable trusts and agency accounts.
- Ensured settlement of estates in accordance with deceased's wishes; negotiated with family members and others to achieve resolution.
- Interacted with clients on a one-to-one basis. Provided personal assistance and guidance in addition to delivering financial services, consistent with Client-First mission.

Assistant Vice President/Trust Officer/Corporate Trust Section Manager—Corporate Trust

- Managed high-profile (such as Jacobson Foundation and Bay Valley Estates) as well as routine bond accounts for municipal and governmental entities.
- Processed stock and bond transfers, bond trusteeships, and dividend and interest payments.
- Performed accurate recordkeeping (computerized and manual) resulting in consistently balanced accounts.
- Managed selected portfolios.
- Interacted with Securities & Exchange Commission and federal Bank Examiners during annual audits.

Manager—Corporate Transfer Agent section

Manager—Secretarial Services

Administrative Assistant—Employee Benefits

Education

Saginaw Valley State University • University Center, Michigan

Bachelor of Business Administration—Magna cum Laude

1998

Professional Development

- ❖ Personal Trust School—Midwest Trust Schools
- ❖ Certified Corporate Trust Specialist designation—Institute of Certified Bankers
- ❖ Corporate Trust III—Cannon Financial Institute
- ❖ Ongoing professional development and computer training

Community Involvement

- ❖ Zonta International District 321 [State of Michigan]—former Secretary/Treasurer (1998–2000)
- ❖ Zonta International of Midland—President (2002–2004), also former Recording Secretary, Treasurer, First Vice President, Director
- ❖ Community Children's Foundation—Treasurer, Board of Directors (current), and other leadership roles
- ❖ United Way, Bay & Midland Counties Chapter—Board of Directors
- ❖ Midland County Habitat for Humanity—former volunteer (managed 2,500-name mailing list)
- ❖ Safe House of Midland—former Board of Directors, Membership Committee

expertise in her area. The writer emphasized the applicant's banking and trust experience as well as her administrative background to make her more marketable. She was hired as an administrative assistant at an area medical center. Compound diamond bullets draw attention to key information.

Peter M. Dube, CPA, CMA, CFM9391 Birch Avenue
Caldwell, NJ 07006Home: 975-618-5555
Mobile: 975-930-5555
petedube@verizon.net**CORPORATE FINANCE EXECUTIVE****CFO / Controller / Audit Director—High-Growth & Multinational Corporations**

- **Versatile finance professional with 23-year track record** of top-notch corporate finance and Sarbanes-Oxley Section 404 Project Management expertise. Achieved billions of dollars in financial gains through cost reductions, strategic business development and efficient business redesign.
- **Experienced cross-cultural communicator, international liaison and customer relationship manager.** Well-honed presentation and negotiation skills (English and German). Recognized consultative business partner to clients, integrating technical, financial, project management, human resources, transaction structuring and sales and marketing know-how to achieve business objectives.

AREAS OF EXPERTISE

- | | | |
|----------------------------------|----------------------------|------------------------------|
| ■ Sarbanes-Oxley Section 404 | ■ Internal Audit Assurance | ■ Executive Negotiations |
| ■ Financial Planning & Analysis | ■ Finance & Cost Controls | ■ Acquisition Due Diligence |
| ■ Strategic Business Development | ■ Risk Management | ■ Team Building & Motivation |
| ■ Client Relationship Management | ■ Audit Compliance | ■ Budgeting & Forecasting |

PROFESSIONAL EXPERIENCE

COMPUTER CONTROLS, INC. (CCI), New York, NY (corporate headquarters) 2005–present
Global provider of internal audit assurance services for 300 publicly traded Fortune 500 companies with international subsidiaries. 800 consultants worldwide. Annual revenues of \$50 million.

Senior Manager, Mid-Atlantic Region, New York, NY (Jan. 2006–present)
Promoted to full-time position overseeing SOX 404 engagements for 250 small-to-mid-size Fortune 500 companies, with primary focus on risk management and compliance advisory services.

- **SOX 404 Project Management.** Develop and direct project planning and supervise SOX engagements, ensuring client retention by assuring high quality and meeting all project deliverables on time.

Manager (Consultant Contractor), SOX 404 Project Engagements (Sept. 2005–Dec. 2005)

Project 1—American Graphics, Inc., New York, NY (corporate headquarters)

- **Internal Audit Control.** Evaluated internal control structure (SOX 404) for publicly traded company with 3500 employees and annual revenues of \$116 million. Revised and updated Narratives and Risk Control Matrix for Revenue Cycle (Revenue Recognition, Accounts Receivable, Collections and Bad Debt).

Project 2—U.S. Computers (premier software company), New York, NY (corporate headquarters)

- **Project Leadership.** Headed up SOX 404 testing in Germany. Served as test lead, project manager and primary local interface with client. Completed testing one week ahead of schedule, despite 2-week delay in preparation by client. Motivated team to work weekends without monetary incentives or swap-outs.
- **SOX Testing.** Reviewed test scripts, selected and validated samples and performed Phase 1 testing for 9 cycles (327 Key Control Activities). Field work, including first level of review, completed within 4 weeks.

SARBANES-OXLEY, SECTION 404 CONSULTING—Internal Controls 2004–2005

- **European subsidiary of PharmaInternational, Inc.,** Munich, Germany (Oct. 2004, Jan. 2005)
Verified narratives of accounting processes and tested controls for design suitability and effectiveness.
- **Edison Computers, Inc.,** Edison, NJ (March 2004). Wrote test procedures for internal controls.

KELLERMAN AG (multinational conglomerate), Berlin, GERMANY

1982–2003

Controller, Enterprise Division—Sales RSA, Kellerman AG, Germany (2002–2003)

Appointed to turnaround ailing Regional Unit of South Africa (RSA) with \$50 million in business volume.

- **Turnaround Financial Analysis.** Instrumental in identifying root cause of dysfunctional income reporting system. Recommended financial systems improvements centered on eliminating inadequate accounting systems and procedures and replacing them with computerized accounting systems.

83

Combination. *Susan Guarneri, Three Lakes, Wisconsin*

This person studied for his CPA during two years of consulting and passed with high scores on his first attempt. In Education & Certifications, a single bullet highlights these scores. The writer

Peter M. Dube, CPA, CMA, CFM

petedube@verizon.net

Page 2

CFO Network Division—Kellerman Communications Ltd., UK (1998–2002)

Tasked with establishing Network as major contender in UK. Business volume \$95 million; 8 direct reports.

- **Strategic Business Development.** Propelled Network to top-three supplier status in highly competitive market. Captured business from Euro-Telecommunications (ET), top-10 carrier worldwide. Negotiated multimillion-dollar contracts and created profitable business relationships in expanding market.
- **Cost Management and Revenue Generation.** Managed resource adjustments during economic downturn. While competition struggled, won \$15 million systems contract from ET by creating atmosphere of trust and dependability. Result: \$50 million annual sales (Network now viewed as strategic ET supplier).
- **Debt Collection.** Spearheaded collection of \$15 million in doubtful receivables from financially troubled OLO customers. Negotiated settlements and created payment schedules satisfying all stakeholders.

BA Dept. Head—Sales International Network, Kellerman AG, Germany (Jan.–June 1998)

Short-term assignment to gain knowledge of ET in preparation for CFO assignment in new Network Division.

- **Financial Operations.** Managed 4 BA Executives in delivering sales budgets and forecasting for \$220 million in business volume. Generated monthly variance analyses and oversaw risk management.
- **Contract and Pricing Leadership.** Created terms and conditions (T&Cs) for \$500 million in long-term RFPs and sales contracts. Researched and prepared international competitive pricing for bids and offers.

Program Controller—Kellerman AG, Germany (1994–1997)

Appointed to oversee Restructuring Program for \$6 billion Telecom Networking Division (predecessor of Communications Networking Division). Reported directly to Group President and CEO.

- **Financial Control.** Devised and launched financial control system to capture restructuring program results. Implemented control tools to measure program-induced cost savings of \$300 million.
- **Revenue Oversight.** Closely monitored impact of sales stimulation projects. Group sales increased to \$8.5 billion during program restructuring period.
- **Cost Reductions.** Saved \$2 million in consulting fees by initiating rigorous consultant bidding procedure, as well as crafting tight consultancy agreement (adopted by all German subsidiaries).

Audit Director / Manager—Kellerman Corporation, New York, NY (1989–1994)

- **Audit Performance.** Appointed to senior-level audit team as Audit Team Leader (10 Audit staff). Resolved major fraud incidence involving senior sales managers at second-largest U.S. operation.
- **Cost Savings.** Initiated cost-savings proposals of between \$20 million and \$50 million for each audit project. Achieved average adoption rate exceeding 80% for audit proposals to company boards.
- **Acquisition Due Diligence.** Participated on Due Diligence Team in proposed \$500 million acquisition. Team identified \$100 million tax risk exposure, which led to abandonment of acquisition initiative.

BA Executive—Domestic Network Sales, Kellerman AG, Germany (1982–1989)

- **Business Development.** Fast-tracked to Team Leader, supervising 4 BA Executives and 1 Team Assistant. Oversaw \$150 million in business volume with partnering agreement T&Cs up to \$50 million. Key role in introduction of interworking technology to German Network, with initial order of \$1 million.

EDUCATION & CERTIFICATIONS

Bachelor & Master of Economics, Diplom Volkswirt, Berlin University, Berlin, Germany

Certified Public Accountant (CPA), University of Chicago Graduate School of Management—2005

☑ Passed on first attempt. Audit & Attestation—perfect score (99%), Overall Average Score (93%)

Certified Management Accountant (CMA), Institute of Management Accountants (IMA) since 1990

Certified in Financial Management (CFM), Institute of Management Accountants (IMA) since 2000

Technology Summary: Windows 2000/XP, MS Office 2000/XP (Word, Excel, PowerPoint), MS Outlook

Prof. Associations: Illinois CPA Society, American Institute of Certified Public Accountants (AICPA), IMA

used the summary and shaded Areas of Expertise to play up the applicant's new career direction in Sarbanes-Oxley (SOX) Project Management (a hot new field in finance), as well as his cross-cultural expertise. Professional Experience displays the person's SOX projects and achievements.

JEFFREY L. JACKSON

333 Lullaby Road—Cradlerock, MN 33333
999-555-6666—jljack@msn.com

CHIEF FINANCIAL OFFICER**Strategic Growth Management, Start-ups, Turnarounds****Equity and Debt Financing, IPO Process, M&A Experience and Restructure Operations**

Senior executive with broad hands-on financial management and analysis background. P&L responsibility for national and international companies with multi-site divisions and gross revenues of more than \$200 million. Skilled in integration of acquisitions. Identify and exploit opportunities to maximize ROI and create significant shareholder/VC value. Proven team builder who delivers effective CEO support and serves as a catalyst creating new business opportunities, establishing strategic partnerships and overcoming regulatory barriers. Broad administrative and operations management experience. Public company experience. CPA. Strengths:

- ♦ Turned around company, reversing \$9,000,000 loss in one year by restructuring manufacturing and marketing operations. Completed international LBO with Merrill Lynch and Citicorp.
- ♦ Closed \$2,000,000 source code sales contracts and negotiated software and system integration contracts of up to \$5,000,000.
- ♦ Spearheaded decision to exit business venture to focus on core business. Acquired major competitor, solidifying market share.

AREAS OF EXPERTISE

- | | | |
|----------------------------------|----------------------------------|--------------------------------|
| ♦ Financial Planning & Analysis | ♦ Cash & Asset Management | ♦ SEC Compliance & Reporting |
| ♦ General Accounting & Reporting | ♦ Human Resources | ♦ Sales & Marketing Strategies |
| ♦ Manufacturing Cost Systems | ♦ Equity and Debt Financing | ♦ Credit and Risk Management |
| ♦ Tax Planning | ♦ Investor and Analyst Relations | ♦ Forecasting, Due Diligence |

PROFESSIONAL EXPERIENCE

ABCD, INC., Cradlerock, MN, XXXX–XXXX

Publicly traded conglomerate providing Enterprise software and Internet technology, hosting and e-commerce solutions internationally with \$800 million in revenues.

Chief Financial Officer, Treasurer and Executive Vice President, ABCD, INC., XXXX–XXXX

Publicly traded digital content management and e-commerce advertising software and services.

Recruited to lead reorganization, gain financial control and provide stability during CEO departure. Served as #2 in command with COO responsibilities. Led strategic decision to exit non-performing Internet advertising business to concentrate on core company Enterprise software. Took company from pre-reorganization revenues of \$250,000,000 employing 1,200, globally, to post-reorganization revenues of \$30,000,000 with 225 employees. Full P&L accountability. 8 direct and 42 indirect reports globally.

- ♦ Negotiated termination of \$55,000,000 of pre-reorganization real estate and equipment leases, bandwidth and service contract commitments at a working capital cost 70% below investment banker's estimates. Preserved \$20,000,000+ of working capital for company operations.
- ♦ Negotiated additional \$25,000,000 inter-company working capital financing and positioned company for favorable inter-company ownership change.
- ♦ Created analytical models and reports to convey key issues. Developed strategies to quickly maximize cash flow and improve business processes. Provided product cost analysis, operational flow charting, short- and long-term cash flow forecasting, financial modeling and budget variance analyses. Managed IT/MIS, investor and analysts relations, SEC compliance and reporting; and directed capital expenditure process.

Combination. *Sally McIntosh, St. Louis, Missouri*

Normally two-page resumes become three or more pages when an individual has had a long career, held high positions within large companies, and accomplished much. Such is true for

JEFFREY L. JACKSON

Page 2

Chief Financial Officer, XYZ, Inc., XXXX

Privately held \$60 million joint-venture start-up of Internet operating network and infrastructure software development company with Sun, Novell, and Compaq.

Formulated and achieved projected business plan. Reported to Chairman of the Board. P&L responsibility.

- ◆ Positioned company for merger with corporate engineering infrastructure company.

Chief Financial Officer, EFGH, INC., XXXX-XXXX

Privately held start-up core company in roll-up and build-out plan providing technology and infrastructure solutions to the e-commerce industry with 450 employees.

Concurrently held COO responsibilities. Led financial dealings, potential public offering (pre-IPO and IPO roadshows) and investment analyses. Dropped IPO initiative prior to S-1 completion due to adverse market conditions. Participated in due diligence process of assessing potential investments. Focused on global customer base. P&L oversight. 2 direct and 8 indirect reports.

- ◆ Responsible for due diligence and supervised negotiations in acquiring premier systems integrator with 375 employees. Supervised integration of project management and technical proficiencies.
- ◆ Grew workforce from zero to 150 through acquisitions and organic growth.

RSTUV, INC., Chicago, IL XXXX-XXXX

VC core company in a roll-up plan within the high-end access control, CCTV, telecommunications and security software industry. Provides engineering design, installation and maintenance.

Chief Executive Officer, XXXX-XXXX**Chief Financial Officer, XXXX-XXXX**

Brought in to turn around company and to evaluate the validity of the original roll-up plan. Built systems and procedures for operations and financial reporting required due to operating problems since XXXX acquisition. Worked directly with principals of the VC investment fund. Oversaw real estate and facilities management. Established best practices in cash management, contract cost accounting, financial analysis, forecasting, budgeting and reporting. Full P&L responsibility.

- ◆ Positioned company for sale to maximize return to investor group.
- ◆ Grew sales 10% by realigning marketing approach to target middle market.
- ◆ Won \$5,000,000 installation contract for new terminal at Kennedy Airport.

MNOP, INC., Springfield, IL, XXXX-XXXX

Represented aftermarket products to automobile dealerships for resale to customers, including surface protection products and warranties, accessories, credit and insurance products. Company entered into joint ownership agreement with retail group operating in Canada.

Internal Business Consultant

Marketed products to larger automotive dealerships. Restructured marketing concept, product offerings and go-to-market strategy for potential franchise launch. Redesigned "point-of-sale" presentation system, materials and dealership sales training program.

- ◆ Improved gross margins 30% by renegotiating representation agreements and by acquiring highly competitive product line.
- ◆ Established contract sales employee program to place trained aftermarket personnel in dealerships.

this individual. Lines enclose profile information and help separate visually the companies where the individual has held top executive positions. Diamond bullets point to stellar achievements quantified with high dollar amounts and significant percentages. Line spacing between bulleted items ensures adequate white

JEFFREY L. JACKSON

Page 3

UVWX, INC., Springfield, IL, XXXX-XXXX

Privately held international manufacturer of children's clothing sold in 1,100+ specialty and department stores in the U.S., Canada and Japan. Company sold to international women's clothing company, XXXX.

Chief Operating Officer

Recruited to develop management systems in entrepreneurial company and to position company for IPO or sale/merger. Oversaw operations including sales, manufacturing, garment dye operations and administrative areas.

- ◆ Grew sales 10% and gross margins 8%, in first year, by developing retail concept and implementing multiple store operations.
- ◆ Saved 10% by bringing fabric management and cutting operation in-house.

MNOP, INC., Jacksonville, IL, XXXX-XXXX

Privately held manufacturer and importer of stainless steel and silverplated flatware and hollowware, and china and glassware. Also manufactured safety-critical precision forgings/assemblies for the foreign auto industry.

President and Chief Operating Officer, XXXX-XXXX

Executive Vice President, XXXX-XXXX

Member of Board of Directors, XXXX-XXXX

Completed \$20 million leveraged buy-out of World Tableware International in XXXX from Insilco Corporation in association with Merrill Lynch Interfunding, Citicorp, U.S. and Citicorp, N.A., Taiwan, ROC. Obtained financial commitment prior to IPO roadshow offering process to obtain equity. Identified business drivers and key issues threatening survival of company turnaround. Increased product quality and manufacturing efficiency of Taiwan plant, improving competitive position, improving margins and increasing inventory turn. Acquired major competitor, solidifying market share.

- ◆ Defended and won United Trade Commission petition by Oneida to raise import duties.
- ◆ Secured \$16,000,000 domestic and international refinancing to provide working capital for operations growth and strategic acquisitions.
- ◆ Grew sales 10% and improved gross margins 8% in first year by redefining product lines by market segment and simplifying pricing strategy.

Other positions held: 123 INC., **Chief Financial Officer/VC Sponsored Internal Consultant**, Springfield, IL, XXXX; 456, INC., packaged consumer goods, **Vice President Administration and CFO**, XXXX-XXXX; IJKL Corporation, diversified international Fortune 500 company in electronics, computers, communications, consumer goods, auto, publishing and housing industries, XXXX-XXXX; NOPQ Company, **VP Administration and Treasurer, Director of Internal Audit, Audit Manager**, XXXX-XXXX.

EDUCATION AND PROFESSIONAL AFFILIATIONS

BS in Business Administration and Accounting, American International College, Chicago, IL, XXXX

Certified Public Accountant, Minnesota

space, preventing the resume from looking cramped in spite of all its information. Boldfacing makes the job positions stand out. The name, repeated in a header at the top of pages two and three, is kept in front of the reader.

THERESA RODRIGUEZ

215 54th Street ♦ New York, NY 00000 ♦ 212.555.1234 ♦ trodriguez@aol.com

OBJECTIVE: INTERNAL WHOLESALER

**Retirement Planning ♦ Life Insurance ♦ Mutual Funds ♦ Annuities
Pension Funds ♦ College Funds ♦ Disability Insurance**

SUMMARY OF QUALIFICATIONS

Award-winning bilingual financial services professional with diverse background in individual and corporate investment planning and management. **Earned Sales Production of the Year award (2003) for increasing sales by 10% during first six months of employment.** Skilled in identifying and maintaining new business opportunities and client relationships. Extensive experience facilitating presentations and workshops on financial planning and services. Outstanding communications and customer service skills with the ability to manage multiple clients and responsibilities.

PROFESSIONAL LICENSES

Series 7, Series 63, New York & New Jersey Life and Accident/Health

CAREER EXPERIENCE

Registered Financial Services Representative, MetLife Financial Services, New York, NY, 2001–present

- ♦ Service 100+ existing and new clients on financial and insurance products and plans; facilitate monthly seminars on financial planning and debt management; develop marketing strategies to enhance customer base through mass mailings, cold-calling, referrals, walk-and-talks, expositions and educational seminars; analyze investment portfolios, review assets allocations, risk tolerance and objectives; administer life insurance, annuity and pension plan benefits to corporations, medical facilities and unions; provide medical benefits and employer-sponsored retirement plans to small-business owners.

Mutual Funds Sales Liaison, Salomon Smith Barney, Inc., New York, NY, 1999–2001

- ♦ Provided 300+ financial consultants with mutual fund, portfolio content sales and marketing support; resolved 200+ client account discrepancies relating to dividend payments, performance analysis and 1099s; recommended fixed-income and equity products based on investors' objectives; developed and prepared weekly newsletter for 150+ employees detailing mutual fund updates and departmental issues; calculated and analyzed hypothetical illustrations on mutual fund performance and investment risks.

Registered Sales Assistant, Citigroup, New York, NY, 1998–1999

- ♦ Worked directly with two financial consultants managing \$350+ million in assets; researched performance of stocks, bonds and mutual funds; served as liaison between high-net-worth clientele, banking institutions and Citigroup; managed and maintained 200+ brokerage accounts; provided market data and research to top-tier investors; assisted financial consultants with presentations and trainings; transmitted daily client stock purchases through Post Order Entry System.

TECHNOLOGY SKILLS

Word, Excel, PowerPoint, Principia Pro, Morningstar, Investment View, Bloomberg, Internet

EDUCATION

BS, Business Administration—SUNY Stony Brook Harriman School for Management and Policy, 1998

85

Chronological. *La-Dana R. Jenkins, Staten Island, New York*

The original resume was created with a resume wizard in Microsoft Word and had a one-line summary. The writer altered the contact information, dates, and company information and mentioned the Sales Production of the Year award.

Edward M. Goodchild

555 Green Hill Road • North Reading, MA 01864
(555) 555-5555 • (555) 000-0000 (mobile) • emgood@sbeglobal.com

Executive Profile

- Accomplished **Senior Finance Management Professional** and **School Business Manager** with 085 Certification and broad financial management and operations expertise—from overseeing Finance, Human Resources, and capital budgets to effectively managing operations and facilitating complex negotiations, managing in both union and nonunion environments.
- Proactive senior-level manager with keen business acumen and strong strategic-planning and project-management skills. Track record of leveraging exceptional value from business relationships through expert negotiation and communication skills.
- PC skills include Phoenix, Solomon, JD Edwards, DTR/TMM, Maxcim, Microsoft Office suite.
- Dynamic leader and dedicated team player
- Diversified business-operations experience
- Analytical and problem-solving expertise
- Solid business builder; track record of consistently improving performance
- Extensive finance and management skills

Experience & Accomplishments

READING BOARD OF EDUCATION • Reading, MA

2004–Present

Business Manager

Directly support Superintendent of Schools and manage finance and administration of \$37 million public school district with 2,800 students across seven elementary schools, two middle schools, and one high school. Additionally, directly manage finance and administration, transportation, human resources, and cafeteria business matters for the entire district.

- Completed ED01 and budget presentation and approval for fiscal year 2005–2006.
- Saved \$434,000 in health costs for fiscal year 2006–2007.
- Worked with IRS to complete audit of Reading Public Schools for the year 2003 (prior to tenure) and successfully reduced fine by 83%.
- Provide monthly reporting to the Reading Board of Education.
- Serve as contributing member of the Contract Negotiation Team.
- Created and handled competitive bid process for both transportation and food service contracts; generated savings of more than \$95,000.
- Oversee grant management of \$2.2 million.

TECH SYSTEMS, INC. • Wakefield, MA

2001–2004

Chief Financial Officer

A \$35 million service company and Hewlett-Packard reseller supporting high-profile organizations (companies, universities, hospitals, etc.) throughout New England, New York, and New Jersey. Recruited to spearhead 50% growth opportunity for company targeting major expansion.

- Managed finance organization, customer service, and asset management (10 direct reports); managed Human Resources function for 7 months.
- Decreased Accounts Receivable DSO from 52 to 40 days. Reduced billing cycle from 8 to 4 days.

86

Combination. Jan Melnik, Durham, Connecticut

This individual wanted to transition from a private-sector, corporate-finance background to a public-sector, management opportunity and give back to the community. He was interested in

Edward M. Goodchild**Page Two**

Experience & Accomplishments (continued)**GERO ENGINEERING DESIGN, INC. • Tewksbury, MA****1998–2001****Chief Financial Officer**

A \$20 million manufacturer of industrial products with 3 locations (Maine, New Hampshire, and Massachusetts). Recruited to address turnaround opportunity requiring broad management skills for treasury, operations, and accounting as well as sales costing and quoting abilities.

- Hired 3 new direct reports and fully reengineered finance department; implemented finance controls and closing procedures.
- Increased inventory accuracy from 90% to 99%.
- Initiated and requested 2 production jobs, presented to customers, and increased profit margin by 7%.
- Implemented new manufacturing software package to provide company-wide integration; result: improved profitability and provided better management tools.

AERO-ONE TECHNOLOGIES CORP. • Cambridge, MA**1994–1998****Chief Financial Officer / Sales Manager**

A privately held, high-technology contract manufacturing company serving a global niche market, in both commercial and governmental (aerospace) sectors; annual revenues of \$16 million. Oversaw finance, human resources, and sales for company cited as one of “Massachusetts Fast 50 for 1997.”

- As CFO, hired to turn around poorly capitalized startup venture; successfully restructured finances, renegotiated debt, and sourced funding partners to secure company operations and energize for future growth. Successfully negotiated lines of credit and restructured state loans.
- Managed sales department, comprising 3 salespeople, 1 sales representative, and 4 inside sales reps; played pivotal role in increasing revenue from \$9 million to \$16 million.
- Established cash flow plans and capitalization to sustain annual growth rates of 25%–35%.
- Standardized hiring process and implemented regular system of salary reviews and evaluations; administered corporate health and 401K plans; key familiarity with state and federal requirements.

DYNAMIC SERVICE SYSTEM, INC. • Boston, MA**1991–1994**

Dynamic is one of the nation’s largest and premier commercial building service and support companies with global divisions producing annual revenues totaling more than \$750 million.

General Manager, New England (1993–1994)

Assigned to turn around faltering business unit; within 9 months, implemented successful operations and sales plan that preserved annual revenues of \$30–\$35 million.

Controller, Mall Services Division (1992–1993) • Division Finance Manager, Massachusetts (1991–1992)

Education**RENSSELAER POLYTECHNIC INSTITUTE • Troy, NY**

- **Master of Business Administration—MBA (1998)**

UNIVERSITY OF MASSACHUSETTS • Lowell, MA

- **Bachelor of Science, Accounting (1991)**
-

applying his management expertise to a large public school system. The writer showed the applicant’s achievements in each position while indicating skills (negotiation experience, public school administrator’s certification, and so on) that would best transfer to academia.

DAVID R. JONESON

98 Ben Franklin Drive
Cherry Hill, New Jersey 07896

drjoneson@aol.com

Home: (609) 666-1111
Home Fax: (609) 666-7777

QUALIFICATIONS PROFILE

Top-performing senior executive with 14 years of experience in property operations and management for residential development and investment/development property markets. Delivered \$800 million in revenue/profit growth through innovative hands-on operating leadership and high-profile property management. In-depth knowledge and experience in business planning, management, and implementation, contributing significantly to bottom-line efficiency and profitability. Possess broad-based management skills, with strong planning, communication, organizational, team building, and decision-making skills.

- | | |
|---|---|
| <input checked="" type="checkbox"/> Due Diligence | <input checked="" type="checkbox"/> Lease Negotiations |
| <input checked="" type="checkbox"/> Asset Management | <input checked="" type="checkbox"/> Team Building/Leadership |
| <input checked="" type="checkbox"/> Project Development | <input checked="" type="checkbox"/> Client Relationship Building |
| <input checked="" type="checkbox"/> Profit & Loss Management | <input checked="" type="checkbox"/> Judgment/Problem Solving |
| <input checked="" type="checkbox"/> Purchasing Scope Definition | <input checked="" type="checkbox"/> Anticipating Economic Climates |
| <input checked="" type="checkbox"/> Budget Planning & Forecasting | <input checked="" type="checkbox"/> Diverse Market/Industry Knowledge |

KEY ACHIEVEMENTS

- Established Hunter Street Investments (HSI) direct property development/investment portfolio throughout New York worth more than \$600 million.
- Key driver in development of an organization-wide strategic planning and visionary process. Focused investment business on being a capital player and residential developers of apartments and residential land markets.
- Leadership of more than \$800 million in property projects, with complete development and management responsibility for more than 40 projects. Currently includes \$400 million in investment property and \$200 million in development projects.
- Instrumental in instigating strategic directional papers for current and future development/investment portfolios, enabling HSI to expand internationally into Australia, Germany, and the United Kingdom.
- Spearheaded strategic process improvements to expand portfolio, successfully increasing HSI's revenue/profit to \$600 million.
- Outstanding mentor and coach, leading teams to identify new opportunities as well as contracting/developing residential, industrial, and commercial properties across New York worth more than \$600 million.
- Established strategic business relationships with brokers and agents for early access to potential investment sites, expanding new and existing business opportunities.

PROFESSIONAL EXPERIENCE

HUNTER STREET INVESTMENTS (HSI) — New York, NY
Director (2001–Present)

1991–Present

Provide vision and tactical leadership for New York's largest private-property investor while managing a staff of more than 20. Manage all stages of property development process; P&L management; financial and operational management; direct and oversee property acquisitions; project management; direct half-yearly valuations to track development/capital/income growth; research property trends; develop property investment and development objectives; oversee asset management of investment properties; and business relationship building.

- Exceed company benchmarks for Return on Investment (ROI) through the implementation of market factor influences and strong property management techniques.
- Lead and negotiate all contract negotiations for property development/investment opportunities throughout New York, including securing under due diligence provisions allowing company to purchase development/investment properties.

87

Combination. *Jennifer Rushton, Sydney, Australia*

The original resume listed only responsibilities and lacked achievements, keywords, and so on. It didn't tell what the applicant could actually do for a company. He wanted only to "update the

DAVID R. JONESON – (609) 666-1111

Page 2 of 2

Professional Experience Continued

- Expanded HSI's portfolio nationally and internationally through the design of direct/indirect property portfolios and development investment strategies.
- Increased staff morale and performance through the implementation of an employer bonus incentive scheme delivering profits to employees.
- Provide strong organizational leadership and active participation in business development by offering tactical direction to enhance business plans. Recommend and coordinate the purchase and sale of development/investment properties to optimize profit.
- Led and negotiated strategic business alliances with banks to finance HSI's development/investment portfolio, further expanding market reach.
- Redesigned and streamlined company infrastructure by relocating staff nationally in New Jersey, capitalizing on human resource, operational, and financial competencies in line with company objectives.

Manager of Acquisitions (1995-2001)

- Negotiated the acquisition of \$800 million in development and investment properties as part of HSI's objectives.
- Effectively documented business processes and procedures, identifying issues that may represent risk to the business or its clients and providing asset management solutions where necessary.

Property Analyst (1991-1994)

- Identified expansion and market opportunities through successfully researching property trends.

**WALTER GIRMOND & ASSOCIATES – New York, NY
Valuer****1989-1991**

- Independently performed valuations and market research on vacant land, development sites, and residential properties throughout New York.
- Implemented strong client focus and communication processes, continually building long-term relationships and cementing existing relationships.

EDUCATION & PROFESSIONAL CERTIFICATIONS

University of New York – New York	Graduate Diploma Property Investment & Finance (anticipated completion June 2003)
University of New York – New York	Bachelor of Business – Valuation & Land Economy (1991)
New York Property Institute – New York	Land Economist (1992)
Professional License:	Real Estate & Business Agent's License

PUBLIC SPEAKING ENGAGEMENTS & FEATURED NEWSPAPER ARTICLES

Speaking Engagements:	Property Council of New York, "Owner-Manager Relation: Best Practice," 2004 Property Council of New York, "Property Investment Trends for 2004," 2004
Newspaper Articles:	Property Council of New York, "Personal Style – David Joneson," 2002 The New York Times, "Softer Trend Seen for City Properties," 2004

PROFESSIONAL AFFILIATIONS

New York Property Institute
 Property Council of New York
 Securities Institute of New York
 Urban Development Institute of New York
 Real Estate Institute of New York (REINY)
 REFERENCES AVAILABLE UPON REQUEST

format," but the writer overhauled the resume. Here's the final product. The Qualifications Profile makes skills prominent, and the Key Achievements within a pair of horizontal lines stand out. Bullets point to these and additional achievements throughout the resume.

FRANK JAKOVAC

609 Candlewood Lane
Pittsburgh, PA 15212
412.302.1218
fjakovac@msn.com

* SENIOR EXECUTIVE PROFILE *

Providing Financial & Operating Leadership to High-Growth Ventures, Start-Ups & Turnarounds

Top-performing, solutions-driven executive with 25+ years of experience leading organizations through start-up, change, revitalization, turnaround, and accelerated growth. Personally credited with driving significant gains in revenues and bottom-line profits through strategic financial leadership. **Decisive** and **results-oriented** with **outstanding negotiation** and **crisis management** skills. An engaging, **professional communicator** with the ability to put others at ease, quickly building relationships based on mutual trust and benefit. Combine cross-functional expertise and experience in different arenas.

Business Development, Leadership, and Management

- Built entrepreneurial venture from start-up to \$300M in four years; built another privately held venture from start-up to \$100M in assets in five years.
- Develop and nurture proactive working relationships with chief executive officers, Fortune 500 corporations, bankers, investors, business partners, and other personnel critical to corporate growth, expansion, and profitability.
- Design and implement organizational infrastructures and business plans that maximize performance, quality, efficiency, and bottom-line profits.
- Key executive in successful turnaround and merger of a public company into restructured business opportunity.

Network Technology

- Astute strategic understanding of leading-edge technologies to leverage resources and to optimize productivity.
- Designed, implemented, and maintained large Local Area Networks (LANs) for major corporations—equipment included that of IBM, Amdahl, Hitachi, Memorex, and Compaq.

PROFESSIONAL EXPERIENCE

* President/CEO/Director *

A-FIRST SPORTSWEAR & GOLF CORPORATION

2001–PRESENT

A wholly owned subsidiary that designed, manufactured, and marketed distinctive premium and moderately priced sportswear. A-First sold its products primarily through golf pro shops and resorts, corporate sales accounts, and better specialty stores.

Challenge: To lead a financially unstable organization through aggressive dissolution, turnaround, and business process reengineering initiatives for corporate restructuring.

Key Accomplishments:

- Executive management responsibility for total restructuring and realignment of strategic planning, operations, marketing, finance, regulatory affairs, administration, technology, and P&L.
- Realigned budget process and developed/implemented strategic plans to achieve organizational goals through 2003 in the Homeland Security arena.
- Completed successful merger with United Companies Corporation. Credited with leading AFSG through the revitalization process into business decisions that left the corporation able to pursue business opportunities.

Combination. Sharon Pierce-Williams, Findlay, Ohio

An attractive font (Imprint MT Shadow) for the name is the first sign that this is a distinctive resume. Next, the horizontal lines are in two colors if you use a color printer to print the

FRANK JAKOVAC

609 Candlewood Lane
Pittsburgh, PA 15212
412.302.1218
fjakovac@msn.com
Page 2

PROFESSIONAL EXPERIENCE (continued)

* President & Co-Founder *

- AVID VENTURES, INC., Pittsburgh, PA 1998–2001
- Worked with other venture capitalists to develop and manage projects ranging from information technology to land development.

* Chairman, CEO, & Founder *

Challenge: To launch entrepreneurial ventures from start-up in an intensely competitive market while creating strong infrastructures supporting continued growth.

GATEWAY MANAGEMENT SERVICES & GATEWAY ARCHIVES, INC. 1992–1998
Largest independent disaster recovery provider in the country. Also provided information management and IT consulting services. Merged with Business Records Management to form BRM/Gateway.

GATEWAY CAPITAL FUNDING, INC. 1990–1997
Specialized in large-scale, mixed-use land development projects in the Southeast with major focus in North and South Carolina.

GATEWAY GROUP, INC., parent corporation of 1987–1995
Gateway Financial Corp., Inc.
Gateway Network Services, Inc.
GFC specialized in the leasing arena concentrating on the large-scale mainframe market. The equipment included that of IBM, Amdahl, Hitachi, Memorex, and Compaq. GNS provided on-site maintenance and data processing services to corporations with a minimum of 200 computer terminals and PCs. The major focus was on utility markets.

Key Accomplishments:

- Entrepreneur of the Year Nominations** by *The Pittsburgh Business Times/INC. Magazine*—1989, 1990, and 1992.
- Built new privately held Gateway Archives from concept to \$3M in annual revenues—an off-site business information retrieval and retention service that provided 21st-century solutions to old storage requirements.
- Gateway Capital funded \$100M in assets from leasing operations. Launched 1,000-acre development of “King’s Grant,” the largest retail land development project in the history of the Carolinas. In 1999, the Concord Mills regional mall opened on King’s Grant.
- Who’s Who in America, Who’s Who in Business and Industry, Who’s Who of Emerging Leaders in America.*

* President *

MEMOREX FINANCE CO., A wholly owned “captive finance” organization of Memorex Corp. 1975–1986
MEMOREX CORP., Started as sales trainee within Memorex Corp. and became President of Memorex Finance Co.

Key Accomplishments:

- Leasing Manager of the Year**—1981, 1982, 1983, and 1984
- Key player in building Memorex Finance Co. from start-up to \$300M in annual revenues in four years.
- Selected as one of three to start the first captive financial organization for a peripheral manufacturer—a prototype that IBM Credit Corp. currently uses.
- Branch Manager of the Year, 1979
- Senior Salesman of the Year, 1977

EDUCATION & AFFILIATIONS

Bachelor of Science, Edinboro University of Pennsylvania
Executive Extended Master Program in Business Administration, University of Pittsburgh
Board of Trustees, Alumni Board of Directors, Edinboro University of Pennsylvania

resume. The colors are one of Microsoft Word’s “picture clip” options for horizontal lines—a capability many Word users don’t know about. A pair of opening and closing asterisks (not a common feature in resumes) flags several centered headings of particular importance. Explanations in italic promote understanding.

WALTER D. SAKS

98 Ben Franklin Drive
P.O. Box 219
Cherry Hill, New Jersey 07896

wdsaks@aol.com

Home: (609) 666-1111
Cell: (609) 666-5555
Home Fax: (609) 666-7777

REAL ESTATE DEVELOPMENT MANAGER / ENTERPRISE MANAGER

Results-driven management executive with an in-depth understanding of real estate development and construction. Exceptional ability to comprehend multifaceted problems and frame effective solutions, achieving multiple goals. Proficient in financial analysis, strategic development and implementation, staff management, and preparation of financial reports and statements. Outstanding communication and interpersonal skills, with expertise in developing and maintaining strong and productive working relationships with clients and staff at all levels.

- | | |
|--|--|
| <ul style="list-style-type: none"> • Land Purchase Contracts • Strong Real Estate Knowledge • Requisite Feasibility (Due Diligence) • Construction Contracting & Negotiation | <ul style="list-style-type: none"> • Leasing Criteria • Lease Negotiations • Purchasing Scope Definition • End-User Space Use Requirements |
|--|--|

Career Chronology

Treasurer—New Jersey County Airport Association	1998–Present
General Partner—Daikcons, Inc.	1981–1998
President/CEO—Saks Construction, Inc.	1965–1981
Manager/Partner—Marble Products, Inc.	1961–1965
U.S. Navy	1955–1961

REAL ESTATE EXPERIENCE

DAIKCONS, INC.—New Jersey, NJ

General Partner

President/CEO of partnership developing commercial real estate projects in metro New Jersey area. Managed and directed construction of partnership ventures; negotiated sales and leases; performed evaluations and due diligence studies; negotiated loan draw schedules and terms; prepared loan packages and projections; developed marketing/sales material; directed architects, engineers, and staff.

- Recognized within the local real estate community as a credible professional with a track record of closing early sales/leases and meeting client delivery requirements. Interest saved due to early sales resulted in increased profits for venture partners and permitted acceleration of project phasing.
- Established strategic business relationships with brokers and agents for early access to potential development sites, expanding new and existing business opportunities.
- Championed project management of Corrs Professional Village (\$12.2 million), Kinney Office Park (\$19.5 million), Syman Office Park (\$24 million), and Bowen Office Park (\$18 million).
- Successfully prepared loan packages and projections for efficient line of credit construction loans, maximizing use of relatively small loan values.
- Led and negotiated strategic business alliances with commercial real estate developers to further expand market reach.
- Astutely controlled and established budgets for hard and soft costs, cash-flow projections, project phasing, and sales projections.
- Successfully performed evaluations and due diligence studies on sites, including evaluations for office parks, commercial warehousing projects, shopping centers, and commercial condominium projects.

89

Combination. *Jennifer Rushton, Sydney, Australia*

This individual wanted to return to the real estate/construction industry after having worked a little while for a nonprofit organization. The writer listed a Career Chronology first to let

WALTER D. SAKS

Page 2 of 2

*Experience Continued***CONSTRUCTION EXPERIENCE**

SAKS CONSTRUCTION, INC.—New Jersey, NJ

President/CEO

President/CEO for general contracting company managing construction projects for federal government agencies and departments, state governments, large corporations, and individuals.

- Successfully created financially viable company within 6 months by securing industry relationships, enhancing profile and market awareness.
- Led project management of 15–20 construction projects each year, with scope of projects ranging from commercial renovations to major new construction projects.
- Successfully bid for and performed contract construction work for local government agencies and the federal government through its various contracting arms, including General Services Administration, U.S. Navy, Army Corps of Engineers, Air Force, and NASA.
- Encouraged team communication by holding regular staff meetings, maintaining and facilitating communication about projects, avoiding potential problems, and contributing to a successful, results-driven organization.
- Pioneered innovative technological improvements through the design and installation of a detailed cost accounting system. Cost reports, which were taking several weeks to produce by hand, were available for weekly labor production analysis.

MARBLE PRODUCTS, INC.—Cherry Hill, NJ

Manager/Partner

- Full autonomy for profitability of operations, including margins, mark-ups, contracting, billing, collections, and negotiation of all disputes.
- Evaluated competitive market trends and implemented product positioning strategies to ensure long-term, sustainable growth. Re-engineered light structural steel designs of architects and structural engineers, conforming to applicable codes, to gain price edge over competing iron/steel companies.

ADDITIONAL EXPERIENCE

NEW JERSEY COUNTY AIRPORT ASSOCIATION (NJCAA)—New Jersey, NJ

Treasurer

Currently serving as Treasurer for NJCAA, a volunteer non-profit organization. Former roles included President and Vice President.

- Instrumental in doubling active membership during tenure as President, through increased association activity and relationships with FAA and county government.
- Initiated and developed programs and safety presentations for local airport pilot community; liaised with county government and officials on behalf of local airport and general aviation community.

EDUCATION

UNIVERSITY OF NEW JERSEY—New Jersey, NJ

Bachelor of Civil Engineering**PROFESSIONAL TRAINING**

Management & Managerial Development • Construction Scheduling & CPM Implementation
 Managerial Accounting • Purchasing Agent Practices & Principles
 Contract Negotiations & Principles

REFERENCES AVAILABLE UPON REQUEST

potential employers know that the applicant was currently working, and then she followed it with his real estate and construction experience. The contact information, presented in a balanced format, includes an e-mail address. Bullets in the Experience sections point to achievements. See Cover Letter 4.

Roger H. Jones

111 Somewhere Ave. NE ■ Seattle, WA 98115

(206) 222-2222

email: finance@attbi.com

CAREER TARGET: FINANCIAL ANALYST in a banking, corporate or M&A consulting environment.**Proficiencies include Financial Analysis & Reporting ■ Modeling ■ O&M ■ Capital Planning ■ Business Planning ■ Client Relations ■ Process Improvement ■ Databases ■ Reseller Tracking**

- Strong analytical and problem-solving skills.
- Expert technical abilities in Excel. Adept with technology.
- Proven communicator and team player. Strong work ethic.
- Thorough understanding of operations and business risk.
- Excel at analyzing a proposal's strengths and weaknesses.

*Roger carefully listens, asks questions....
No detail is too small or unimportant. A
detail-oriented self starter, he coordinates
all elements to "get the job done, done
right and on time." —Jason Rodes, Rainier
Property Management*

EDUCATION

Post-Graduate Studies: BUSINESS VALUATION, INVESTMENT AND FINANCING, U.W., Spring 2003.
Pursuing class work to further M&A capabilities. Studies include evaluating shareholder value and equity value of a corporation, economic interdependencies among investments, inflation, capital rationing, transfer pricing, lease & capital strategies, employee stock options and taxes. Other topics: total cash flow, ratio analysis, takeover target evaluations, basic tax issues, leveraged buyouts, spin-offs, carve-outs and split-ups.

B.A., Business Administration. Focus: Finance/Operations Management (O&M). Major GPA 3.2.

University of Washington (U.W.), Seattle, WA. Graduated June 2003.

U.W. Business School rated 13th during 1999 (year of acceptance).

Studies included Accounting, Corporate Finance, Economics (micro & macro), Strategic Planning & Forecasting, Ratio Analysis, Business Measurements, M&A Case Studies, Portfolios & Investments.

FINANCIAL ANALYSIS PROJECTS

- **NPV Loan Analysis**—Evaluated financial statements and tracked the risk-free rate and S&P 500 average annual growth rate. Calculated the spread of a bank from raw numbers, using this information to prepare NPV Analysis on a loan from the bank's view.
- **Security/S&P 500 Benchmark Project**—Calculated average daily returns for Caterpillar Equipment and S&P 500. Determined average returns, variances and standard deviations on both to perform extensive regression analysis and statistical analysis. Made recommendations based on alpha and beta scores.

HONORS: Skills 2000 Business Assessment Test—Scored in the 97th percentile.

EXPERIENCE

Customer Service/Retail Sales, Home Depot, Seattle, WA 03/02–present

- Trusted to train peers, act as ad-hoc floor manager and set promotional pricing for volume clients.
- Commended for ability to plan and proactively identify potential weaknesses in customers' projects.

General Manager/Partner, Jones & Jones/Ross Jones Family Farms, Ritzville, WA 01/94–03/02

Managed operations for the family's \$.5M wheat farm overseeing seasonal hiring, workflow tasking & resource management, facilities planning & construction, purchasing & vendor oversight and budgeting & financial planning. Raised to value hard work, risk taking and prudent business practices.

- Valuated capital projects and purchases of highly customized equipment and facilities.
- Designed Access database, programming equipment list queries for accounting purposes.
- Performed critical analysis of separate operating units.
- Compared leasing, buying and selloff scenarios, strategizing economic plans for growth.

COMPUTERS

Expert: Excel, Word, PowerPoint. Intermediate: Access. Beginner: SQL, AS400, Visual Basic.

Capabilities: Internet Research, macros, VBA, pivot tables, spreadsheet modeling, database building.

AFFILIATIONS/COMMUNITY INVOLVEMENT

Habitat for Humanity ■ U.W. Alumni Association, 2001–present ■ Psi Upsilon Fraternity, 1997–2001

90

Combination. *Alice Hanson, Seattle, Washington*

This recent graduate had searched for a job for a year without success because of stiff competition. With this resume he received multiple interviews within six weeks and landed a great job.

Healthcare

Resumes at a Glance

RESUME NUMBER	OCCUPATION	GOAL	PAGE
91.	Cosmetologist	Not specified	185
92.	Assistant Director, Hospital Food Services	Not specified	186
93.	Medical/Billing Assistant	Pharmaceutical Sales Representative	188
94.	High School Special Education Teacher	Medical Transcriptionist	190
95.	Laboratory Technician	Laboratory Technician	192
96.	Interim Office Manager	Nurse	193
97.	Mental Health Worker	Not specified	194
98.	Staff Nurse	Registered Nurse	196
99.	Nurse-Midwife	Nurse-Midwife	198
100.	Nurse Practitioner	Gerontological Nursing	200
101.	Forensic Investigator	Television/Film Consultant	202
102.	Clinical Nursing Supervisor	Not specified	204
103.	Dental Hygienist	Private Practice	206
104.	Field Case Manager	Case Manager/Critical Care Nurse	208
105.	Director of OT Rehab	Not specified	210
106.	Directory, Quality Management	Nurse Administrator	212
107.	President, Dental Services	Not specified	214
108.	Attending Physician/Staff	Physician	216
109.	Regional Director, MRI & CT	Administration Management Facilities	218
110.	Public Health Technician	Not specified	220
111.	President, Health Software Company	Not specified	222

(continued)

(continued)

112.	Admissions Coordinator	Healthcare Marketing Director	224
113.	Business/Technology Consultant	Senior Healthcare Executive	226
114.	Registered Nurse	School Nurse	227
115.	Clinical Coordinator	Clinical Research Operations	228
116.	Clinical Coordinator	Clinical Research Operations	230

EVA RAMIREZ

7704 Greenland Place • Powell, Ohio 43065
 Home: 614-237-9671 • Cellular: 614-294-4544
 Email: eva@sevilla.com

COSMETIC SUPPLY TERRITORY MANAGEMENT • COSMETIC ARTISTRY

Cosmetology Techniques/Methods • Mask Applications • Facial Spa Equipment • Maneuvers • Manipulations

Customer-oriented cosmetology professional with valuable blend of business ownership and management experience combined with noticeable talent in esthetic skin care leading to customers' enhanced appearance and well-being. Utilize history as licensed **Cosmetologist, Manager and Instructor** to propel all facets of client care, organizational management and strategic planning agendas. Extremely well organized, dedicated and resourceful, with ability to guide operations and associates to **technique improvements, maximized productivity and bottom-line increase.**

AREAS OF STRENGTH

- Relationship Building • Customer Service •
- Time Management • Creative/Strategic Selling •
- Follow-Up • Merchandising/Promotion •
- Relationship Management •
- Product Introduction • Inventory Management •
- Expense Control • Vendor Negotiations •
- Client Needs Analysis •

EDUCATION

TIFFIN ACADEMY OF COSMETOLOGY ... Tiffin, Ohio
 • Cosmetology • Manager • Instructor •
 Licenses

TIFFIN ACADEMY OF HAIR DESIGN ... Tiffin, Ohio
 Graduate in Hair Design

SEMINARS & SPECIALIZED TRAINING

Continuing Education Units
 (to meet requirements of 8 credits annually)
 Certificate of Achievement for Advanced Basic
 Esthetics and Spa Therapies, August 2004
 Several seminars held by various cosmetic
 associations

ADDITIONAL BACKGROUND

The Hair Place ... Dublin, Ohio
 Manager of Licensed Cosmetologists
 (1993–1996)

Beverly Hills Salons ... Worthington, Ohio
 Licensed Cosmetologist
 (1990–1993)

PROFESSIONAL CAREER

PRINCESS SALONS ... Powell, Ohio (1996 to Present)

Full-service and independent customized hair, nails and tanning boutique positioned in strip mall (suburban locale) setting; operations staffed by 5 employees, contractors and technicians.

Owner/General Manager

Administered entire scope of operations while simultaneously contributing as cosmetologist in one station of four-station salon. As single owner of small business, administered profits and losses, undertook all facets of decision making, strategically guiding salon operations and productivity, and assumed complete responsibility for revenue performance.

Management responsibilities included cosmetic/accessories sales, customer service and client management, accounting and finance, associate development/management, regulation compliance, business/operations legal requisites, retail merchandising and advertising, inventory procurement and control, vendor relationships, contract negotiations, booth rental contracts and leases to licensed cosmetologists and nail technicians.

- **Successfully conceived and launched full scale of operations** and guided business to strong reputation for quality output of product and services; consistently met challenges of market conditions and business atmosphere to persevere throughout 8 years of ownership.
- **Maintained operating costs at lowest possible point by reducing inventory and labor hours during seasonal periods.** Also negotiated with vendors to secure better pricing for goods and services.
- **Facilitated revenue increase by bringing in cosmetic line to enhance product offering to clients.**
- **Recognized opportunity to supplement revenue** and spearheaded remodel of existing tanning space to provide for salon.
- **Expanded market visibility by becoming member of Powell Chamber of Commerce.**
- **Modified policies and procedures to ensure employee compliance with changing licensing regulations.**
- **Worked in concert with American Cancer Society to provide styling services to cancer patients** with aim of improving appearance, outlook, confidence and self-esteem.

Combination. *Jeremy Worthington, Columbus, Ohio*

This cosmetologist owned her own shop and, as an artist with creativity, wanted to promote and develop her business. To that end, the writer designed this resume to be attention-grabbing.

TONI M. DEMARCO

452 Burns Court • Port Washington, New York 11554 • (516) 535-6221
 tmdemarco@optonline.net

PROFILE

Proactive MBA Management professional with expertise in process and performance improvement, administration, human resources, training and development, and creative business channeling. Excellent team building and interpersonal relations skills. Ability to provide a team-oriented management style focused on motivation and success. Precise, resourceful problem-solver. Effective leader and mentor.

PROFESSIONAL EXPERIENCE

SLOAN KETTERING HOSPITAL • New York, NY

11/68 to Present

Assistant Director / Food Nutritional Services • 2000 to Present

Production Manager • 1984 to 2000

Co-direct, coordinate, and supervise the general production of the Food & Nutritional Services Department. Service approximately 1,200 to 1,600 meals per day for patients, staff, employees, and off-site meal-service hospitalization program. Provide sit-down service for up to 100 people daily. Train, schedule, mentor, and supervise staff of 30–32 per shift, including cooks, cooks' helpers, nutritional service aides, and cafeteria staff. Recruit, train, and schedule new employees.

- Provide catering for in-service medical programs, partial-hospitalization meal programs, snack programs, fund-raising events, and community affairs.
- Organize projects and service with all departments.
- Participate in \$3,000,000 capital budget and special functions planning.
- Purchase food/supplies/equipment and maintain inventory control; review cost-control records.
- Oversee safety and sanitation procedures; enforce New York State Department of Health and Joint Commission Association (JCAHO) mandates, and interpret guidelines for staff.
- Facilitate "Meals-On-Wheels" service as part of community outreach, continuum-of-care program sponsored by hospital. Plan menus; supervise staff production and related areas of communication.
- Conduct weekly patient rounds.
- Confer with Infection Control Director for patient-related safe food-handling protocol.
- Serve on Environment of Care Committee, Wellness Committee, and Performance Improvement Committee.

~ Play key role in Performance Improvement Program for Food & Nutritional Services Department.

~ Pioneered and streamlined Dysphasia Food Program with Clinical Nutrition Manager and Speech Pathologist.

~ Spearheaded Mentor Program for administrative rotation of Suffolk County Community College Diet Technician Program, and the New York Tech's Dietetic Masters Program.

~ Developed Emergency Preparation Plan for Food & Nutritional Services Department.

~ Create and implement departmental job descriptions, evaluation forms, and competency testing. Formulate safety program and departmental recording procedures.

~ Continually develop new menu selections; research recipes, survey patients for input, and coordinate menu planning. Developed Heart Healthy Menu Program for employee dining.

~ Developed and executed 15 standardized forms to maintain HACCP compliance.

~ Participated in capital campaign for the ambulatory surgical pavilion as team captain, committee member for hospital fund-raising event, and family walk committee team captain.

Combination. Donna M. Farrise, Hauppauge, New York

Distinctive page borders make this resume unique at first glance. In the Professional Experience section, bulleted items tell of more duties beyond those indicated in the paragraphs after the

TONI M. DEMARCO

- Page Two -

Diet Technician • 1980 to 1984

Supervisor • 1971 to 1980

Nutrition Service Aide • 1968 to 1971

RESIDENTIAL CARE FACILITY • Bay Shore, NY

11/97 to 1/02

Consultant Nutritionist

Consulted in preparation of meal service to clients in residential treatment center. Coordinated nutritional care of residents.

- Formulated menu and production sheets for School Lunch Program and residential living for residents; mindful of cultural diversity and age-specific needs of population.
- Performed nutritional screening and recorded nutritional care intervention in medical records.
- Maintained list of residents with special nutritional needs.
- Visited with clients to obtain food preferences and tolerances, and provided nutritional counseling for staff, clients, and family.
- Planned in advance for both general and therapeutic diets.
- Coordinated the nutritional care and recording of information related to nutritional needs with nursing staff.
- Posted current menus in food-preparation area for staff review and information.

EDUCATION

Dowling College, Oakdale, NY

Master of Business Administration, 1999

Bachelor of Business Administration, 1996

Suffolk County Community College, Riverhead, NY

Associate of Applied Science, 1980

CERTIFICATIONS

New York State Certified Dietitian Nutritionist, 1996

MEMBERSHIPS / ASSOCIATIONS

American Dietetic Association

Long Island Dietetic Association, Registered Dietetic Technician

Hospital Federal Credit Union, Board Member

COMPUTER SKILLS

MS Word/Excel/PowerPoint • TimeCare for Windows • Windows

WordPerfect • Internet

job positions. Tilde (~) bullets point to achievements in italic. Boldfacing makes the individual's name, centered headings, job positions, dates, and degrees stand out. The headings and some center-aligned text pull the reader's eyes down the pages.

CHRISTY N. SMITH

5555 Lake Street, #K-55, San Diego, California

Home: (555) 555-5555

Cell: (555) 555-5551

Smith34@smithmail.com

*Seeking Position As...***PHARMACEUTICAL SALES REPRESENTATIVE**

Profile: Recent graduate with a B.S.B.A. degree—completed concurrently with full-time and additional part-time employment. Four years of experience in medical environment, including work as Medical Assistant in orthopedic rehab clinic and Administrative Assistant in physical therapy clinic. Willing and able to work independently or in collaborative environment. Challenge oriented.

Customer Service • Relationship Building • Medical Terminology • Physician Relations
Sales • Record Keeping • Teamwork Facilitation • Problem Resolution

Valued as an articulate, professional communicator.

EDUCATION**BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION, Corporate Communication**

Southern California University—San Diego, California, Dec. 2003

Relevant Coursework: Public Relations, Public Speaking, Marketing, International Marketing, Advertising, Promotion Management, Mass Media, Business Policy, Accounting.

Classroom Accomplishment: Collaborated to win district for National Advertising Association's National Student Advertising Competition. Planned real-world advertising campaign for National Bank.

EMPLOYMENT HISTORY**MEDICAL ASSISTANT/BILLING ASSISTANT****Jan. 2002–Present**

Oceanview Orthopedic Rehabilitation—San Diego, California

Staff consists of 3 MDs, 1 chiropractor, 1 acupuncturist, 2 massage therapists, 4 physical therapists, 10 support staff.

Accountabilities include coordinating care, scheduling appointments, handling insurance authorizations, processing claim forms, entering charges, preparing deposits, and discharging patients. Assist doctors and chiropractor in patient care.

- **Given Additional Responsibility:** Cross-trained to cover any position or department in clinic.
- **Increased Timely Insurance Authorizations:** Created new, more effective charting method to track patients' physical therapy sessions.
- **Clear Communications:** Trained new chiropractic assistant. Patiently and articulately explain procedures/tests in simple terms to reduce patient anxiety.

Combination. *Peter Hill, Honolulu, Hawaii*

This recent graduate was looking for a position in pharmaceutical sales. The writer capitalized on skills gained from administrative experience in physicians' offices and from retail sales

CHRISTY N. SMITH

Page 2 of 2

ACCOUNTING ASSISTANT**Jan. 2003–Present**

John Doe, CPA, MBA—Del Mar, California
1 CPA, 3-5 assistants.

Accountabilities include journalizing information, reconciling bank statements, processing tax returns, bookkeeping, performing data entry.

- **Charged with Additional Responsibility:** Hired part-time based on performance accounting course that the owner taught. Offered more bookkeeping responsibilities with selected clients. Received a raise after only 2 weeks on the job.

BRAND REPRESENTATIVE**Oct. 2001–Present**

College Gap —San Diego, California

High-profile, nationwide clothing retailer marketing fashions for teens and college students.

Accountabilities include brand representation (required to wear current styles at all times), customer service and sales, cashiering, visual placement, stocking, store maintenance. Train new brand reps.

- **Achieve Aggressive Marketing Objectives:** Collaborate with store management and colleagues to secure #1 company-wide ranking for sales and customer service.
- **Surpass “Last Year” Benchmarks:** As part of a motivated team, contribute to store consistently outperforming previous year's sales numbers.

ADMINISTRATIVE ASSISTANT**Jan. 2000–May 2002**

SD Rehab—San Diego, California

Physical therapy clinic. 2 therapists, 1 PTA.

Performed routine medical office duties such as scheduling appointments, checking in/out patients, setting up patient accounts, monitoring and obtaining insurance approvals, assisting with billing.

COMPUTER SKILLS

Competent in MS Word, PowerPoint, Excel, Publisher, Access; Lotus 1-2-3; e-mail and Internet.

Familiar with QuarkXPress, Adobe Photoshop, QuickBooks.

~ Professional References Gladly Furnished on Request ~

experience. The shaded box and the statement in it are seen almost immediately. Lines extending from the side section headings to the right margin have a different look about them and help the reader spot the sections quickly. In the Employment History section, bullets and boldfacing call attention to achievements.

JUDITH C. FRENCH

9 Fox Hill Drive ~ Howell, New Jersey 07731
Phone: 732.761.9106 ~ E-mail: judyfrench@aol.com

MEDICAL TRANSCRIPTION ~ WORD PROCESSING ~ DATA MANAGEMENT

Professionally trained and skilled *Medical Transcriptionist*. Well organized and versed in medical terminology. Keen understanding of cardiac, pulmonary, and radiology transcription terms. Member of *American Association of Medical Transcriptionists*. Fluent in English and French. Computer literate with experience with Microsoft Office (Word, Excel, Access), Windows 95/98, e-mail, and Internet. *Certified Medical Transcriptionist* from Professional Career Development Institute, Ocean County Community College.

- Self-disciplined
- Problem Solver
- Excels under Pressure
- Professionalism
- Motivated
- Research Techniques
- Superb Memory
- Quick Learner

HIGHLIGHTS

- Detail-oriented educator with exceptional grammar, editing, proofreading, and spelling skills.
- Taught Biology and Anatomy for 15 years.
- Senior editor with five years of experience editing, proofreading, and writing testing procedures for government agencies.
- Experience in accounting, creating databases, data entry, and bookkeeping with various companies.
- Twelve years of experience writing curricula for high-school-level students; subjects include Life Skills, English, Math, and Life Sciences.
- Nineteen years of experience teaching Special Education.

PROFESSIONAL EXPERIENCE

HIGH SCHOOL SPECIAL EDUCATION TEACHER Milltown Board of Education, Milltown, NJ	1995–Present
BOOKKEEPER ~ DATA ENTRY Home Depot, Old Bridge, NJ	2000–2001
HIGH SCHOOL TEACHER ~ ALL SUBJECTS Middlesex County Educational Services Commission, Piscataway, NJ	1994–1995

Continued...

Combination. *Beverley and Mitchell I. Baskin, Marlboro, New Jersey*

The page borders are thin but still tie the two pages together. The horizontal bars make the main sections evident at a glance. *Italic* is useful in the Profile to make key positions and the

JUDITH C. FRENCH**Page Two**

PROFESSIONAL EXPERIENCE (continued)

SPECIAL EDUCATION TEACHER Moorestown Board of Education, Moorestown, NJ	1991–1994
JUNIOR HIGH SCHOOL SPECIAL EDUCATION TEACHER Moorestown Board of Education, Moorestown, NJ	1988–1991
SENIOR EDITOR ~ COMBAT SYSTEMS ENGINEERING Development Group, General Electric, Moorestown, NJ	1984–1989

TRAINING AND EDUCATION

Certified Medical Transcriptionist ~ OCEAN COUNTY COLLEGE, Toms River, NJ

M.Ed. ~ PENNSYLVANIA STATE UNIVERSITY, State College, PA Graduated with Distinction

BA ~ LAFAYETTE COLLEGE, Easton, PA
Major: Psychology/French, Minor: Biology
Dean's List

MEDICAL SPECIALTY WORK

Enjoy medical specialty work including *cardiac, pulmonary, and radiology transcription projects*.

Excel quickly—comfortable with new terms and procedures.

Work well under pressure and stringent deadlines.

Possess a track record of project accuracy and attention to details.

Considered an efficient, organized project manager with an excellent memory.

Completed Pre-Med courses in college—instructor in Biology and Anatomy.

Avid health/science reader.

Working knowledge of foreign languages, including French and Latin.

~ *Excellent References upon Request* ~

related membership stand out. Adequate white space throughout avoids a cramped look and encourages reading. The “Continued...” flag at the foot of the first page is thus a welcome sign. The reader would dread it, however, in an overstuffed resume without breathing space.

LORI GREEN

55 Southern Bend Way
Brentwood, New York 22222
(555) 555-0000 • labtech@health.com

LABORATORY TECHNICIAN**PROFESSIONAL
EXPERIENCE****Laboratory Technician
Briarcliff Medical Center, The Islips, New York****1986–present
Evening Shift**► *Profile*

- ◆ 20+ years of comprehensive in-service training and experience managing multifaceted laboratory functions; A.A.S., Medical Laboratory Technology.
- ◆ Broadly cross-trained in areas that include, but are not limited to, hematology, phlebotomy and blood-bank procedures interfacing directly with professional staff and patients in ER, ICU, OR and Recovery.
- ◆ Perform and interpret laboratory tests, demonstrating a keen ability to identify and correct discrepancies; record and communicate test results.
- ◆ Recognized for ability to organize, prioritize, coordinate and perform tasks concurrently during periods of limited staffing and supervision.
- ◆ Ensure quality control of laboratory procedures, staff communication, equipment functionality, and OSHA/FDA compliance.
- ◆ Render in-house and off-site phlebotomy services utilizing exceptional organizational, time-management and interpersonal skills.
- ◆ Effectively train personnel in all areas of laboratory procedures; coordinate staff schedules; maintain timely and accurate computerized data entry.

► *Diagnostic Testing*

- | | |
|----------------------|---------------|
| – Hematology | – Urinalysis |
| – Phlebotomy | – Coagulation |
| – Blood Bank | – Chemistry |
| – Bone Marrow Slides | – Serology |

► *In-service Training*
15 years, ongoing

- | | |
|---------------------|-----------------------|
| – CPR | – Infection Control |
| – Vital Signs | – Fire and Safety |
| – Venipuncture | – Information Systems |
| – Specimen Handling | – OSHA/FDA |

► *Equipment*

- | | |
|--------------------|-----------------------|
| – Beckman CX3, CX7 | – Hemo-Cell-Dyne 1600 |
| – TDX | – Coulter S+4 |
| – IMX | – Coulter T-660 |

**Secretary, Computer Department, Storage Warehouse
Space Savers, The Islips, New York****1978–1986**

- ◆ Provided secretarial support in areas of typing and customer service.
- ◆ Operated and maintained functionality of IBM and Hitachi mainframes to ensure accurate and timely processing of sensitive government information.
- ◆ Organized, labeled and supervised the release of tape inventory.

EDUCATION**Bachelor of Science, Medical Laboratory Technology, 1987
Stony Brook University, Stony Brook, New York****95****Chronological.** *Ann Baehr, East Islip, New York*

A Profile and three groups of skill areas *embedded* in the information about the current position in the Professional Experience section give this resume in effect a chronological format.

CHRISTINA WOODS, RN

333 Sherman Street • Brentwood, New York 55555 • (555) 222-4444 • newnurse@health.com

EDUCATION

Bachelor of Science in Nursing, 2004; GPA 3.9

STONY BROOK UNIVERSITY, Stony Brook, New York

Certificate of Completion, Diabetic Nurse Education, 2003

LONG ISLAND UNIVERSITY at C.W. POST, Brentwood, New York

LICENSES & CERTIFICATIONS

New York State Registered Nurse License, 2004, # 555555

CPR; BLS Certification

CLINICAL TRAINING

Upheld high standards of nursing care for a diverse population of patients ranging from newborn to geriatric in a variety of settings including Medical Surgical, Pediatrics, ER, OR, PICU, and Ambulatory Surgery.

Assessment

- Performed total patient assessments including neurologic, cardiovascular, respiratory, gastrointestinal, genitourinary, IV site/line, PICC lines, CVP lines, surgical/trauma wound, nephrostomy tubes, trachostomy, urinary catheters, NG tubes, G tubes, chest tubes, and ostomies.

Planning

- Educated patients and their families on disease processes, medical-surgical procedures, and broad aspects of therapeutic regimens, including medication and pain-management techniques.
- Attended in-service training on IV and PICC line management.
- As an observer, learned the legal role that chart-based medical records hold during court proceedings.

Implementation

- Followed aseptic procedures and provided care in accordance with universal precautions with an emphasis on surgical/traumatic wound care and debriding, intake and output, and ostomies.
- Administered oral and intramuscular and subcutaneous medications.
- Cared for perinatal and postpartum patients and their newborns, and evaluated fetal monitoring strips.

Evaluation

- Worked effectively with an interdisciplinary team and performed accurate charting procedures.
- Successfully recommended and implemented changes to the medical unit regarding assignment delegation and prioritization, resulting in a higher standard of patient care, and reassessed/revised plan of care as needed.

WORK HISTORY

Interim Office Manager, LONG ISLAND CARES, New Hyde Park, New York

10/99–present

Senior Fundraiser, UNICEF, Great Neck, New York

5/97–10/99

Chronological. Ann Baehr, East Islip, New York

This newly licensed RN had clinical training but no clinical experience. The writer placed office management experience at the end and made clinical training resemble clinical experience.

PAMELA E. SWENSEN

333 Hibiscus Lane
Jackson, MO 00000

swensenp@aol.com
(901) 852-7744

EDUCATION

Jackson College, Jackson, MO
Bachelor of Arts Degree in **Psychology**, May 2006

- Dean's List, three semesters
- GPA: 3.65/4.0

Community College of Lafayette, Lafayette, MO
Associate Degree in **Nursing**, May 2002

CLINICAL EXPERIENCE

- | | |
|-------------|---|
| Spring 2006 | Bensen Heights Hospital , Jackson, MO
Psychiatric Unit. <ul style="list-style-type: none"> • Interacted with broad range of inpatient psychiatric clients to complete assessments and care plans. |
| Fall 2005 | Jackson City Hospital , Jackson, MO
Med-surg Post-surgical Unit. <ul style="list-style-type: none"> • Changed dressings, administered meds and IVs, removed catheters. • Assisted with insertion of various drains used post-surgically. • Assessed inputs and outputs. • Performed EKGs. |
| Spring 2005 | Phillip Rheims General Hospital , Belton, MO
Maternity. <ul style="list-style-type: none"> • Trained new parents with proper care of newborns. • Performed postpartum assessments. • Assisted nurses during newborn assessments and birthing procedures. • Evaluated and observed diagnosed procedures during labor and delivery. |
| Fall 2004 | Saint Theresa Hospital , Fallon, MO
Pediatric Unit. <ul style="list-style-type: none"> • Administered medications as prescribed. • Interacted with children during diversionary activities. |
| Spring 2004 | Saint Theresa Hospital , Fallon, MO
Medications and IV Therapy. <ul style="list-style-type: none"> • Prepared care plans and medications prior to administration. • Completed physical assessments on all patients. |
| Fall 2003 | James L. Betts Retirement Home , Jackson, MO
PTs with ADLs. <ul style="list-style-type: none"> • Interacted with PTs during group meals. • Administered medications to PTs as required. |

Combination. *Edward Turilli, North Kingstown, Rhode Island*

Without the brief Certification/Skills section on page two, this resume's format would be chronological. Enclosing the name in a shaded box makes the reader see the name first, even

Pamela E. Swensen**Page Two**

RELATED EMPLOYMENT

January 2004– **Jackson City Hospital**, Jackson, MO
Present Mental Health Worker, Part-time.

- Assess and complete BIWA withdrawal assessment sheets.
- Interview PTs to complete daily process notes.
- Complete observation sheets with levels of observation for each patient.
- Maintain safe milieu appropriate for patient safety.
- Provide crisis intervention as needed.
- Interact with peers and colleagues in a positive and therapeutic environment.

August 2002– **Child and Family Services of Lafayette County**, Lafayette, MO
January 2004 Residential Counselor, Part-time.

- Supervised residents' activities, recording daily personnel accountability.
- Administered prescription medication as needed.
- Interacted with peers to ensure safe and enjoyable environment.

OTHER EMPLOYMENT

Summers **Lafayette County Summer Recreation Center**, Lafayette, MO
2000–2002 Lifeguard, Swim Instructor.

CERTIFICATIONS / SKILLS

- Registered Nurse
- CPR, First Aid
- Lifeguard (three seasons)
- Health Care Provider
- American Red Cross
- Crisis Intervention

VOLUNTEER

- First Aid and Safety Member, U.S. Lifeguard Association
- Sylvan Children's Care Center: Outpatient Services
- Jackson Youth Intervention Association

EXCELLENT REFERENCES / LETTERS OF RECOMMENDATION FURNISHED UPON REQUEST

though the contrast between the letters of the name and the shaded background is less than that between black letters and a white background. With experience limited to part-time work and work during academic semesters, bullets point to duties and responsibilities at the various workplaces.

Gerard P. Carlisle, MPA, RN, CNOR

167 Florida Street • South Brunswick, NJ 07080 • 908.555.5555 • jerrypcar@comcast.net

HEALTHCARE PROFESSIONAL

Operations Management ~ Healthcare Review ~ Clinical Consultant

Extremely competent, well-organized, and professional **REGISTERED NURSE** with a consistent track record of surpassing standards and goals at New Jersey's premier hospital...motivator and detailed problem-solver who takes pride in meticulous work. Continually strives to expand professional knowledge and responsibilities.

Excellent leadership, scheduling, interpersonal, and safety skills. Establish rapport and confidence while building strong and lasting relationships with a diverse group of individuals...possess exceptional planning, prioritizing, and goal-setting skills to achieve optimal patient outcome...ability to create, implement, and document efficient methods of operations.

Competencies Include

- Patient Relations
- Clinical Review
- Project Management
- Patient Case Management
- Clinical Practice Management
- Staff Training/Motivation/Development
- HIPAA Compliance
- Clinical Case Analysis
- Surgical Nursing
- Pain Management Nursing

Professional Accomplishments

- Contributor to the success of the Pain Institute of Beth Israel. The Institute was named one of the top 35 facilities in the United States by *Good Housekeeping* magazine for 2003.
- Member of the Pain Management Committee, a multidisciplinary team that develops policies and procedures for treating pain.
- As Head Nurse of the Same Day Surgery Unit, hired, trained, and monitored the level of performance of a staff of 30 healthcare professionals.
- As Head Nurse, 6 Tower Surgery Unit, supervised, developed, and evaluated a staff of 60 healthcare professionals.
- Provide leadership to monitor cases for appropriate utilization of services, completeness of documentation, and proper compliance with HIPPA, state, and hospital policies and procedures.
- Selected by the Vice President of Nursing to be an internal consultant in the emergency room for the purpose of upgrading the level of nursing.
- Chosen as a recipient of a full scholarship to Nursing School by the State of New Jersey, Trenton Development Center.
- As Head Nurse, ensure that problems are addressed with appropriate auditing and resolution.

Education and Certifications

MPA ~ Master of Public Administration ~ Fairleigh Dickinson University, Madison, NJ

AAS ~ Nursing ~ Elizabeth General Medical Center School of Nursing, Elizabeth, NJ

BS ~ Sociology ~ University of Scranton, Scranton, PA

ANCC ~ Certified in Medical/Surgical Nursing

AORN ~ Certified in Perioperative Nursing

Additional certification in Telemetry and Intravenous Lines.

Continued

Combination. *Beverley and Mitchell I. Baskin, Marlboro, New Jersey*

Everything except experience is put on the first page so that the Professional Experience section can appear in full on the second page. Boldfacing aids comprehension on both pages. On the

Professional Experience**Newark Beth Israel Hospital, Newark, NJ (1995–Present)****New Jersey Pain Institute****Staff Nurse**

(2001–Present)

- **Chosen for this elite position in a very high-profile unit.** Extensive familiarity with patient assessment, intervention, and compliance with medical policies and procedures.
- Provided health services to ambulatory patients within the Department of Anesthesia in a prestigious division of a hospital that serves as a teaching affiliate of the University of Medicine and Dentistry of New Jersey.
- Ability to create and implement efficient methods for operations.
- Interact with patients of all ages, levels of development, and ethnic backgrounds.
- Maintained calm, caring environment throughout shifts.

Same Day Surgery**Head Nurse**

(1999–2001)

- Managed the admission, surgery, and recovery of an ambulatory surgical center that treated 45 patients per day.
- Streamlined the admission and discharge process through performance improvement and program development initiatives.
- Oversaw, monitored, and performed budget analysis for the unit to ensure objectives were achieved.

Perioperative Services**Staff Nurse**

(1998–1999)

- Utilized assessment skills to identify and monitor patients' needs and consulted with physicians to provide timely and efficient treatments to patients recovering from surgery.
- Administered medications, reviewed patient charts, and implemented interventions as necessary.
- Surgical rotations included oncology, thoracic, and vascular procedures.

6 Tower Surgical Unit**Head Nurse**

(1996–1998)

- Supervised, trained, and provided administrative direction to a 60-staff team in this 34-bed surgical unit.
- Planned and managed the care of post-operative patients from admission to the unit until their discharge.
- Collaborated with a multidisciplinary team to provide excellent patient care that exceeded federal, state, and hospital regulations.
- Responsible for ensuring that the unit's budget objectives were met.

New Jersey Department of Human Services, Division of Developmental Disabilities, Trenton Developmental Center, Trenton, NJ (1986–1995)**Staff Nurse**

(1994–1995)

- Provided skilled nursing care for developmentally and physically challenged children and adults in a long-term-care facility. Supervised and monitored 4 Licensed Practical Nurses.

Acting Principal Community Program Specialist

(1990–1993)

- Supervised 5 caseworkers serving 360 developmentally and physically challenged individuals.
- Trained and mentored staff on policies and procedures.
- Negotiated residential service contracts with sponsors and group home providers.

Habilitation Plan Coordinator

(1986–1990)

- Caseworker for 75 developmentally and physically challenged adults and children.
- Conducted field visits to families, managing their benefits and verifying client's eligibility.

first page, boldfacing calls attention to the person's name, degrees, certifications, competencies, and professional achievements. On the second page, boldfacing makes evident the two workplaces and the different positions held at these sites. Page borders unite the two pages, and lines delineate sections.

PAMELA MURPHY

238 Waterton Avenue • Troy, NY 12180
Home: 518-274-4565 • Mobile: 518-274-0022 • pmmurphy2@aol.com

Seeking Position as...

NURSE-MIDWIFE

"20 Years of Experience Dedicated to the Care of Women and Newborns"

Experienced Nurse-Midwife with licensure in NY, CT, and the U.S. Virgin Islands.
15 years as Clinical Nurse in Labor and Delivery at Yale–New Haven Hospital.
5 years as Gynecological Teaching Associate at Yale School of Medicine.
Massage Therapist with training in pregnancy and infant massage.
Qualified to first-assist physicians with cesarean births.

Skilled in providing culturally competent care for ethnically diverse populations.
Maintain calm, reassuring demeanor in high-risk and trauma situations.
Proficient with, and appreciative of, varied styles of practice.
Value safe, positive, and respectful care for all women.
Conversant in Spanish.

PROFESSIONAL EXPERIENCE

Nurse-Midwife

2002–Present

Oncelet Healthcare Center, Troy, NY

- Deliver full scope of midwifery care in private office setting and in association with Samaritan Hospital.
- Provide in-hospital night-shift coverage: Offer triage and backup evaluation for community physicians, serve as technical resource for nursing staff, and provide breastfeeding assistance to new mothers.
- First-assist physicians with cesarean births.

Staff Midwife

2001–2002

Governor Juan Francisco Luis Hospital and Medical Center, Christiansted, St. Croix; U.S.V.I.

- Provided midwifery and nursing care of high-risk antepartum, intrapartum, and postpartum women from ethnically diverse populations, including women from surrounding islands.
- Documented and communicated to appropriate team members patient condition, treatment, progress, and other pertinent information relative to maternal/fetal/newborn status.
- Performed triage of pregnant women presenting through the emergency room.

Clinical Nurse, Labor and Birth

1986–2001

Childbirth Educator

1986–1996

Yale–New Haven Hospital, New Haven, CT

- Delivered expert nursing care to childbearing women from local communities referred for high-risk care at this university teaching hospital emphasizing evidence-based practice and customer satisfaction.
- Served as preceptor and mentor to nursing, midwifery, medical, and other allied-health students.
- Provided skilled nursing assistance in operating room and recovery room care of obstetric patients.
- Designed and implemented educational programs for pregnant women and their families.
- Guest lecturer for other educators on the benefits of massage for pregnancy, labor, and birth.

99

Combination. *Jeanne Knight, Melrose, Massachusetts*

Resume writer's comments: "The strong and creatively formatted summary section quickly and clearly highlights this person's expertise as a Nurse-Midwife." The effect was accomplished

PROFESSIONAL EXPERIENCE (cont'd)

Lecturer/Gynecological Teaching Associates Yale School of Medicine, New Haven, CT	1995–2001
Certified Licensed Massage Therapist (private practice) Guilford Center for Alternative Healing, Guilford, CT	1995–2001
Labor and Delivery Nurse St. Margaret's Hospital for Women, Dorchester, MA	1985–1986
Neonatal Intensive Care Nurse Hartford Hospital, Hartford, CT	1981–1983

EDUCATION

Master of Science in Nursing, Midwifery Program State University of New York at Stony Brook	2001
Bachelor of Science in Nursing University of Connecticut at Storrs	1981

CLINICAL ROTATIONS

Danbury Hospital Women's Center, Danbury CT (3/1999–9/1999)
Delivered well woman, antepartum, and postpartum care.

Loyola-Yale Schools of Nursing National Health Care Project, Corozol District, Belize (3/2000)
Provided preventative health care to high-risk women and children. Designed and delivered workshops to traditional birth attendants on pregnancy complications.

Northern Navajo Medical Center, Shiprock, NM (10/2000–12/2000)
Provided culturally competent nurse-midwifery care of Navajo women and their families during labor and birth. Performed triage, antenatal testing, induction of labor, and treatment of women with pregnancy complications.

Yale–New Haven Hospital Women's Center, New Haven, CT (1999–2001)
Led group Prenatal Care sessions and provided guidance on comfort measures in pregnancy and labor.

CERTIFICATES, LICENSURE, AND TRAINING

Certified by the American College of Nurse-Midwives since 2001
RN and Midwifery licensure held in New York, Connecticut, and the U.S. Virgin Islands
Licensed Massage Therapist in New York and Connecticut
Certificate, New York Massage Therapist Program, Connecticut Center for Massage Therapy; Newington, CT
Certificate, Sexual Assault Nurse Examiner (SANE) course, Quinnipiac University; Hamden, CT
Certificate (in progress), First Assist for Nurse-Midwives
Current in newborn resuscitation and CPR

through inverted-pyramid formatting of two groups of lines, center-aligning each line (with a hard return at the end of each line), and making each new line shorter than the preceding one. The section's appearance is distinctive and captures the reader's attention.

Kaitlynn N. McPherson

9861 Lake View Drive
Ames, IA 50010

515-555-8495
knmcp@isp.com

Summary of Qualifications

- ◆ Qualified, recent board-certified Nurse Practitioner with more than 8 years of experience in direct patient care.
- ◆ Strong clinical skills enhanced by natural ability to build rapport with patients and families.
- ◆ Committed to practicing medicine using a holistic approach. Act as patient advocate as needed.
- ◆ Follow evidence-based guidelines blended with clinical experience, personal observation and intuition.
- ◆ Ensure quality of care and open lines of communication between all members of the health-care team.
- ◆ Extensive experience mentoring young nurses, providing assistance as resource person and motivator.

Education

- IOWA STATE UNIVERSITY • Ames, Iowa 2003
Master of Science in Nursing
 • Specialization: **Gerontology**
- UNIVERSITY OF IOWA • Iowa City, Iowa 1999
Bachelor of Science in Nursing with Honors
 • Recognized by Department of Nursing for acting as Preceptor for young nurses
 • Invited Member—Sigma Theta Tau, Pi Delta Chapter, Nursing Honor Society
 • Honoree—12th Annual Minorities in Higher Education Awards Program (1999)
- CENTRAL IOWA AREA COMMUNITY COLLEGE • Des Moines, Iowa
Associate in Applied Science with Honors—Registered Nursing 1994
Certificate of Achievement with Honors—Practical Nursing 1993

Licensure & Certifications

- ◆ Board-Certified Gerontological Nurse Practitioner—American Nurses Credentialing Center (2004)
- ◆ Registered Nurse—State of Iowa (1994)
- ◆ Licensed Practical Nurse—State of Iowa (1993)
- ◆ ACLS/BCLS (Current)

Clinical Experience

Selected Procedures:

- ◆ Critical care
- ◆ IV therapy
- ◆ Venipuncture
- ◆ Arrest response
- ◆ ABG
- ◆ EKG
- ◆ X-ray
- ◆ Insertion of lines

Diagnoses:

- ◆ Chronic illness
- ◆ COPD
- ◆ Hypertension
- ◆ Diabetes
- ◆ Ventilator dependency
- ◆ ETOH withdrawal
- ◆ Substance addiction
- ◆ Asthma

100

Combination. *Janet L. Beckstrom, Flint, Michigan*

The writer wanted to highlight the breadth of the individual's experience in nursing in general and gerontology in particular. A pair of parallel lines with shading makes the centered section

Kaitlynn N. McPherson

515-555-8495

Clinical Employment

MERCY MEDICAL CENTER • Des Moines, Iowa 1994–Present**Staff Nurse—Medical/Surgical ICU** (worked part-time while attending college full time)

- Provide comprehensive medical and emotional care to critically ill patients with varying diagnoses.
- Interact with patient families to provide support. Explain medical procedures and treatment, disease and death processes.
- Ensure two-way communication with physicians regarding patient status. Implement doctors' orders. Interpret test results. Collaborate with doctors in planning for patient care.
- Serve as patient advocate.
- Act as Charge Nurse on rotating basis, supervising 8–9 RNs and up to 15 patients.
- Serve on facility's Arrest Team.

Additional Clinical Experience

DR. ROBERTO SANCHEZ, Gerontologist • Ames, Iowa 2001–2003**DR. WILLIAM SALIM**, Gerontologist • Des Moines, Iowa 2002–2003**DR. KATHERINE SUTTER-JONES**, Gerontologist • Ankeny, Iowa 2000–2001**Nurse-Practitioner Student**

- Performed patient examinations. Obtained medical histories. Assessed patient status.
- Collaborated with supervising physicians to make treatment recommendations. Ordered labs and other diagnostic tests.
- Delivered patient education on various topics ranging from disease prevention and health promotion to proper medication usage and nutrition.

Affiliations

- ◆ American Academy of Nurse-Practitioners
- ◆ National Conference of Gerontological Nurse-Practitioners
- ◆ Iowa Council of Nurse-Practitioners (attended 2004 annual conference)
- ◆ Named in *Who's Who Among Students in American Universities & Colleges* (1998–1999 edition)

headings stand out. A combination of first-level diamond bullets and second-level round bullets ties together the two pages visually. Boldfacing calls attention to the person's years of experience, her degrees and certification, and her occupations.

JOHN R. DELROSARIO, RPA-C

701 Park Avenue • Setauket, New York 11771 • (631) 563-7209
 johndelrosario@yahoo.com

PROFILE

Professional Forensic Investigator/Physician Assistant seeking to transition background and experience into a new consulting venue for television/film. Successfully combine literary consultant experience and published crime-scene authoring. Natural ability to communicate professionally with individuals of all levels. Organized, detail-oriented, and efficient administrative abilities.

TRANSITIONAL SKILLS

- Investigated approximately 500 deaths a year, over a 28-year career, in role as Forensic Investigator, including homicides, suicides, accidental deaths, undetermined deaths, and deaths from natural causes.
- Supervised crime scene for Medical Examiner's Office; pronounced death, conducted physical examination of the deceased, investigated scenes, reconstructed accidents, identified and preserved evidence.
- Advised detectives, crime-scene technicians, and morgue drivers.
- Obtained biological exemplars for evidentiary purpose at direction of police agencies, courts, or their authorized agents.
- Identified and established evidentiary value of items, i.e., samples for toxicological analysis, documented evidence, and directed removal while safeguarding quality and chain of evidence.
- Testified in court. Assisted in prosecutions in more than 1,000 DWI cases.
- Conducted formal lectures, educational programs, and conferences in forensic medicine for physicians, NYSSPA, and staffs.
- Provided regulatory reporting to OSHA, Long Island Police Departments, FBI, New York State Health Department, Centers for Disease Control, and Consumer Product Safety Commission.
- Participated in research of Huntington's Disease.

PROFESSIONAL EXPERIENCE**MEDICAL EXAMINER'S OFFICE** • Riverhead, NY**10/78 to 10/06****Forensic Investigator**

Conducted independent and confidential investigations of deaths. Interviewed witnesses, recorded detailed observations of scenes, took photographs, collected evidence, and reviewed physician and hospital records. Obtained factual history and recorded events with emphasis on manner and circumstances of death. Prepared and submitted detailed reports.

- *Senior Forensic Investigator for Suffolk County Medical Examiner's Office investigating 1997 TWA Flight 800 disaster.*
- *Assisted in implementing new Medical Examiner's facility, 1988.*
- *Co-founder and creator of the "Forensic Investigator" role in 1978—replacing 20 P/T police surgeons and deputy medical examiner positions.*

STONY BROOK HOSPITAL • Stony Brook, NY**10/91 to 7/93****Hospice Nurse On-Call—P/T**

Provided comfort and patient care, and administered medications to 40–50 ill and dying patients. Interacted with family members and loved ones to educate them on patient status and care.

Prior to 1978, served as a Physician Assistant and EMT/ORT at several surgical and medical practice centers: Huntington Surgical Group, New York Group, Good Samaritan Memorial Hospital, and Massachusetts Memorial Hospital.

Combination. *Donna M. Farrise, Hauppauge, New York*

Strong page borders unite visually the two pages of this resume for a Vietnam War veteran who was seeking to leave a long-term career as a forensic investigator to become a consultant for

JOHN R. DELROSARIO, RPA-C

— Page Two —

EDUCATION

Regents College, NY
Associate of Applied Science in Nursing, 1990

New York University, New York, NY
Bachelor of Science in Health Science Technology, 1974

State University of New York at Stony Brook School of Allied Health, Stony Brook, NY
Physician Associate, 1973

LITERARY CONSULTANT

Technical Adviser to Tom Philbin on Precinct Siberia Crime Novels for Fawcett Publishing: Precinct Siberia / Undercover / A Matter of Degree / Cop Killer / Jamaica Kill / Death Sentence / Street Killer
Antiquarian Book Dealer—Flitcraft Books

PUBLICATIONS

American Journal of Forensic Pathology:
“Open Revolver Cylinder at the Suicide Death Scene” (Pending)
Wrote Stories for Physician Assistant Update Magazine

CERTIFICATIONS / LICENSES

**Certification by The National Commission on Certification of Physician Assistants (NCCPA)—
#981744**
New York State Licensed Registered Nurse—#426200
Registered Physician Associate—# 000149

MEMBERSHIPS / ASSOCIATIONS

Founding Member of New York State Society of Physician Assistants
Original Member of the American Academy of Physician Assistants
Pioneering Member of Physician Assistant Profession
Attended First Physician Assistant Program at the State University of New York at Stony Brook
Life Member of the First Marine Division Association

TASK FORCE SERVICE

Emergency Medical Service (EMS) Council of Suffolk County

MILITARY SERVICE

U.S. Navy, 1965–1971
2nd Battalion—1st Marines
1st Marine Division—Vietnam

television/film. Bold, centered, and underlined headings guide the reader's eyes downward through the two pages. Attractive 3-D, arrow-tip bullets point to the individual's transitioning skills and to his significant achievements as a forensic investigator.

Nancy Viggner, RN, BSN

555 Parston Road, Apt. 1, Wellington, WA 98888
(777) 777-1777

Healthcare professional with more than 20 years of nursing experience demonstrates strengths in the following key areas:

- Multi-Specialty Group Practice Management
- Medical and Clinical Services
- Clinical Process Improvement
- Total Quality Management
- Policy Development and Implementation
- Health Education and Training
- Provider, Staff, and Interdepartmental Facilitation
- Public Speaking / Event Management

CAREER SUMMARY

CEDAR WOODS MEDICAL GROUP, Wellington, WA, 1998–present
Clinical Nursing Supervisor, 1999–present
Medical Records Supervisor, 1999
Referral Coordinator, 1998

- Supervise 100 clinical personnel and coordinate 20 specialty departments in compliance with group and regulatory standards.
- Recommend and implement departmental policies and procedures.
- Collaborate with colleges to set up extern programs, placements, evaluations.
- Set up training classes and coordinate in-service education.
- Ensure accreditation processing / CPR recertification.
- Assess, adjust, and forecast staffing needs.
- Select, train, and evaluate all departmental personnel.
- Implement and develop OSHA and WISHA biohazard safety clinical training programs and specialized training.
- Set up, staff, and oversee MMG vaccine coordinators for public health department—vaccine implementation, benchmarking, etc.
- Collaborate with local hospitals, public agencies, insurance companies, and nursing homes to improve patient care delivery.

COMMUNITY COLLEGE, Wellington, WA, 1997

Adjunct Faculty Position

KAISER PERMANENTE MEDICAL CENTER
Rancho Cordova, CA, 1995–1996

Float RN—Internal Medicine, Pediatrics, and OB / GYN

CORVEL CORPORATION, Rancho Cordova, CA, 1994–1995

Supervisor / Medical Case Manager

KAISER PERMANENTE MEDICAL CENTER
Sacramento, CA, 1979–1990

Pediatric Advice Nurse, Relief Charge Nurse, Triage Nurse

UC DAVIS MEDICAL CENTER, Sacramento, CA, 1978–1979

Pediatric ICU Nurse, Relief Charge Nurse, ICU Float Nurse

“... great patient advocate ... hardworking with a positive attitude... very supportive.”

“...exceptional motivator.” “...excellent leader.”

“... straightforward and easy to work with... can analyze problems well and offer good solutions... willing to be flexible and try new ideas... learns very quickly.”

“... flexible ... personable, responsible... fellow employees respect her and find her fair.”

“...exceeded our expectations in her teaching and management abilities... intelligent... self-reliant.”

excerpts from performance evaluations

LICENSES / CERTIFICATIONS

Washington RN License, current

California RN License, current

HIV / AIDS Education Certificate, current

BCLS, current

Case Management Certificate, current

TQM Certificate, current

California Public Health Nurse, prior

Arterial Blood Puncture Certified, prior

ACLS / PALS, prior

NY Licensed Vocational Nurse, prior

PROFESSIONAL DEVELOPMENT

Member, Community College

Advisory Board

Corvel Total Quality Management

Health Care Delivery Improvement

Workers' Compensation

Claims Insurance

OSHA / WISHA Biomedical / Biohazard Waste

Clinical Safety Orientation

Patient Confidentiality

LastWord / Phamis

EDUCATION

Continuing Education Classes

30+ hours annually

BS, Nursing, Adelphi University,

Garden City, NY

Graduated with Honors cum Laude

Dean's List, 3 years

Combination. Janice M. Shepherd, Bellingham, Washington

This resume is distinctive because of the shape of the shaded area on page one and the dedication of page two to Continuing Education Classes. Bullets in the left column of page one point

Nancy Viggner, RN, BSN

555 Parston Road, Apt. 1, Wellington, WA 98888
(777) 777-1777

CONTINUING EDUCATION CLASSES**2006**

May	Diabetes Update
April	Safety in the Workplace Referral Training Ambulatory Care Nursing Conference
March	Trainer, Biomedical / Biohazard Waste
February	Basic CPR—Recertification
January	Legal Documentation Minimizing Liability through the Medical Record

2005

December	Office Evaluation / Triage Nursing Review
November	Healthcare Delivery Improvement
October	Dealing Effectively with Unacceptable Employee Behavior
August	Surgical Emergencies
July	Stress Management / Biofeedback Conscious Sedation
May	Common Joint Pain / Problems Ambulatory Care Nursing Conference
April	Skin Cancer
March	Depression
February	Diabetes Basic CPR
January	Chest Pain

2004

November	Healthy Practices—Risk Reduction Strategies for Medical Office Staff
October	Hypertension Emotions
September	Rashes Immunization—Update 2004
July	Dizziness / Fainting
June	Headaches
April	Urinary Tract Infections Pediatric Palliative Case Project Telephone Triage
March	Cough Understanding Anger
February	Limb Pain Basic CPR
January	Upper Respiratory Infections

CONTINUING EDUCATION CLASSES EVERY YEAR PREVIOUS

to key strengths and significant responsibilities in the candidate's role as Clinical Nursing Supervisor. In the right column, the excerpts from performance evaluations help overcome any doubts a reader may have about the candidate. Page two is a handy list of knowledge areas.

Jill Haverford

email: jillh@comcast.net

000 April Way, Allendale, NJ 07464
cellular: 000-000-0000

000-000-0000

Career Profile

Design and implement nonsurgical protocols to systematically evaluate, diagnose and treat patients on their periodontal status. Adept at implementing practice-management improvements based on latest research and best practices. Educator with a strategic view of periodontal issues and an ability to communicate them clearly to patients.

Education

BS in Health Science, Rutgers School of Medicine & Dentistry, Newark, NJ—Anticipated graduation May 2007

Certifications / Licensure

Dental Hygienist License—State of New Jersey	1982—present
Nitrous Oxide Administration Certification	2004
CPR—Healthcare Provider Certification	2003—2005

Professional Experience**DENTAL HYGIENIST**

Dr. Harlow Smith, Allendale, NJ 2002—present
Deliver oral health education reflecting state-of-the-art research to 891 active patients in this general dentistry practice. Utilize preventative, therapeutic and educational methods to identify and treat oral diseases. Diagnose and document periodontal concerns and create treatment plans. Manage patient recall system and calculate predeterminations for insurance. Assist with sealant and bleaching treatments.

- Utilize dental endoscope to enhance traditional, nonsurgical interventions.
- Successfully introduced state-of-the-art technology and education to revitalize a 35-year-old practice.
- Key contributor to retention of 95% of the original practice.
- Increased annual revenues from dental hygiene procedures in first year from \$39,000 to \$100,000+.

PER DIEM DENTAL HYGIENIST

Dr. Henry Stanhope, Ridgewood, NJ 1995—present

DENTAL HYGIENIST (part-time)

Dr. Shauna Anton, Wyckoff, NJ 2000—2002

- Produced improved revenues and increased patient satisfaction through the design and implementation of a nonsurgical periodontal program.

DIRECTOR OF DENTAL HYGIENE

Dr. Marian Jones, Ridgewood and Mahwah, NJ 1996—1999
Recruited to design and implement a periodontal program for three offices. Position consisted of 60% managerial and 40% clinical duties. Supervised 5 full-time and 4 part-time dental hygienists.

DENTAL HYGIENIST

Dr. Sean Clinton, Ridgewood, NJ 1992—1996
Delivered practice management consulting. Created office manual: vision and mission statements, policies, job descriptions and evaluation guidelines. Established patient protocols for treatment, scheduling and payment. Influenced practice direction through motivation and selection of continuing-education courses. Hired and evaluated staff. Managed all written communication with patients, specialists and insurance carriers. Designed a highly successful marketing strategy.

- Doubled annual revenues for the practice through introduction of a total-care approach.
- Increased production more than 50%.
- Maintained collections at or above 98%.
- Produced over \$100,000 in gum therapy in 1996.

Combination. *Fran Kelley, Waldwick, New Jersey*

This individual was to complete her education shortly, so Education is highlighted near the top of the first page. She wanted to take her profession to a new level by opening her own dental

Jill Haverford

email: jillh@comcast.net

cellular: 000-000-0000

000-000-0000

PAGE TWO

Professional Experience, continued**DENTAL HYGIENIST**

Designed nonsurgical periodontal programs for general dentists:

Drs. R. Daines, L. Stevens, J. Lynch, S. Curtin, R. Cramer and M. Sellers 1986–1992

DENTAL HYGIENIST

Dr. John Beech, Hawthorne, NJ

1982–1986

Consultantships

Bergen County Vocational / Technical Schools Dental Assisting Advisory Board 1997–present

General and Implant Dentistry—Dr. Dan Fried & Associates, Allendale, NJ 2001

Maple Bridge Dental Associates—Dr. Susan Stafford, Ridgewood, NJ 2000

Dr. Paula Artisan, Wyckoff, NJ 2000

Publications*Implications of Dental Endoscopy—Contemporary Oral Hygiene—12/03, Vol. 7, No. 6, pp. 28–30.***Professional Development***Developing the Statementless Practice**Subgingival Endoscopy**Basic Perioscopy Training**Oral Pathology**Site-Specific Periodontal Therapy for the General Dentist**Soft Tissue Management™ Seminar**Role of Dental Hygienists in Promoting Women's Health**Improving Speed & Quality of Restorative Dentistry: New Products & Materials**Facilitating Patient Adherence to Self-Care Programs**Hospital-Based Dental Hygiene Care**Alternative Medicine: An Objective View**Diagnostic Clinical Pathology / Oral Medicine in Daily Practice**Handling Key Time Management Problems & Maximizing Continuing Care (recall) System**Periodontal Medicine in the Next Millennium: Implications for Clinical Practice*
*Harvard Medical School, Boston, MA***Computer Skills**Proficient: Microsoft Word, Eagle Soft and Dentrex
Working Knowledge: Microsoft Excel and PowerPoint**Member—American Dental Hygiene Association (ADHA)**

hygiene practice and providing services to periodontists and dentists. The writer created special sections for the person's consulting assignments and professional development, which were impressive. Centered headings make it easy to spot all the resume's sections.

GLORIA SIMMONS, RN, CCRN, CMC

(555) 555-5555

445 Parker Street
Ridgewood, NJ 00000

simms@aol.com

PROFESSIONAL SUMMARY

Certified Case Manager and Certified Critical Care Nurse with demonstrated accomplishments in medical case management, critical care and utilization management in managed and acute care environments. Proven clinical proficiency in performing thorough patient assessments and caring for a broad range of acute and chronically ill adults. Proven leadership and administrative qualifications include program development, staff supervision and management. Well versed in Medicare regulations and managed care.

- Extensive background in patient/family education, discharge planning and community resources.
- Sensitive and responsive to patients' needs with a strong commitment to ensuring cost-effective care while optimizing quality.
- Strong interpersonal and organizational skills; effective communicator with patients, families, physicians, agency and other healthcare professionals.
- Recognized as an excellent trainer/preceptor with the ability to lead and motivate others to higher levels of performance.

CAREER HISTORY

BLUE CROSS BLUE SHIELD OF NEW JERSEY, Ridgewood, NJ (1996–present)

Field Case Manager

Manage large caseload with up to 90 clients for a leading HMO with 35,000 Medicare and 100,000 commercial members, representing 25% of the New Jersey market. Coordinate all care/services and discharge planning for acute and chronically ill patients and average 30 visits each day in skilled nursing, rehab and home health environments. Accountable for cost-effective utilization and management of resources while maximizing quality care, provider/vendor negotiations and precepting field case managers. Present bimonthly utilization management reports to Network Advisory Board and represent healthcare management department at multidisciplinary task force as well as corporate/regional planning meetings.

Accomplishments

- Recognized for leadership of the Utilization Management Department, saving \$125 million in medical care costs in 1998.
- Selected by management to serve on Standard Operation Procedures Committee (SOP) to develop and implement procedures on quality management.
- Named Most Valuable Team Player in 1996 for contributions to SOP Committee, including procedural documentation, streamlining grievance process and internal communications.
- Initiated and designed skilled nursing facility tracking mechanism for field case managers that facilitated time management and efficiency.
- Managed multiple special projects involving reconciliation of claims and other documents, ensuring regulatory compliance in a timely manner.

WILDER HOSPITAL, Ridgewood, NJ (1993–1996)

Case Manager (1994–1996), ICU Nurse (1993–1994)

Managed and provided skilled nursing care to a caseload of 18 patients daily and 50–75 patients on weekends as the only case manager in 100-bed facility. Coordinated patient education, quality management and cost-effective utilization of community services. Served as preceptor and trainer to nursing staff. Developed and implemented patient discharge plans.

Combination. Louise Garver, Enfield, Connecticut

The applicant, a nurse/case manager, was competing for a position in another state. The writer presented the individual's experience in a chronological format and highlighted her quantifiable

GLORIA SIMMONS, RN, CCRN, CMC

(555) 555-5555 • Page 2

WILDER HOSPITAL continued...

- Designated by management as 1 of only 3 nursing professionals to plan and launch new inpatient care-management program, which included development of policies, procedures, social services resource manual and staff training.
- Won support from all departments for new critical-care program, which was created in just 6 months and received an "outstanding" review from JCAHO.
- Commended by senior management for role in saving \$200,000 by reducing average patient stay from 9 to 5.5 days and contributing to 98% patient satisfaction rating.

SIMMONS HOSPITAL, New York, NY (1990–1997)

Coronary Care Charge Nurse

Provided skilled nursing care to critical cardiac patients and supervised/mentored nursing staff as well as patient care technicians at 400-bed medical center. Chosen to participate on Acuties Committee to determine appropriate staffing levels.

MEMORIAL HOSPITAL, Springfield, MA (1988–1990)

ICU Nurse

Coordinated and delivered nursing care to critically ill patients in ICU, collaborated with medical staff and precepted new nursing professionals at 400-bed medical facilities.

EDUCATIONAL CREDENTIALS

M.S., Health Care Administration, New Jersey University, New Jersey, NY

B.S., Nursing, Columbia University, New York, NY

CONTINUING EDUCATION

Completed seminars in Critical Care, Case Management and Cardiology
Domestic Violence ... HIV ... IV Therapy ... Flight Nursing Training

CERTIFICATIONS & LICENSES

Critical Care Nursing (CCRN)

Medical Case Management (CMC)

Advanced Cardiac Life Support (ACLS)

IABP and IV Therapy

Registered Nurse, State of New Jersey

ASSOCIATIONS

American Association of Critical Care Nurses

Case Management Association

accomplishments. The result landed her an interview and job offer over numerous other candidates (she was told) because her document displayed her leadership strengths and showed how she had saved the organization money without sacrificing patient care.

Rebecca T. Ferguson, OTR/L

2418 Magnolia Street
Atlanta, GA 30344

fergie@isp.com

Residence: 404-555-5822

Cellular: 319-555-8492

Professional Highlights

- ❖ Highly skilled Registered Occupational Therapist whose record speaks for itself. Extensive clinical experience complemented by additional experience educating students, health-care providers, patients and the general public.
- ❖ Intimately involved in start-up of innovative hospital-based rehab program that has increased elective surgeries and improved patient outcomes.
- ❖ Maintain competency in all treatment modalities, including ultrasound, phonophoresis, electric stimulation and various massage techniques.
- ❖ Passionate about providing the best possible patient care leading to independence.
- ❖ Challenge-driven . . . dynamic . . . creative . . . mature work ethic.

Employment History

FIRST CHOICE • Atlanta, Georgia

2005–Present

Director of Rehab

- Manage all aspects of contractual department within a 79-bed skilled nursing facility providing short- and long-term care, primarily to geriatric patients. Tripled case load within months of hire.
- Hire, train, schedule and manage staff. Develop and monitor budgets and financial performance.
- Collaborate with medical staff to identify patients' RUG levels. Also provide direct patient care.
- Act as liaison with facility's administrator.

MERCY HOSPITAL • Iowa City, Iowa

2000–2005

Staff Occupational TherapistInpatient, Transitional and Acute Care

- Provided OT treatment for full case load of patients. Participated in treatment and discharge planning as well as patient assessment. Communicated with patients and their families. Conducted patient teaching and facilitated understanding of the rehab process.
- Performed occupational therapy in outpatient and pediatric units as needed.

Joint Care Team (JCT)

- Represented OT during development and launch of Joint Care, a wellness-based and patient-directed recovery program for elective surgery of the knees and hips focusing on preoperative education, personalized pain management and advanced therapy techniques.
- Collaborated with other members of the JCT to present orientation/education class for patients. Met with patients individually to assess home setting and make equipment recommendations.
- Followed up with patients within two days of surgery to evaluate status and design OT treatment plan. Assisted with delivering OT services to patients individually and in groups.

Professional Service

- *Up Team (UT)*—Incorporated uplifting strategies into daily activities that impacted patients and staff. Encouraged communication between disciplines, leading to greater independence for patients. Cultivated positive attitudes that resulted in more positive outcomes.
- *Health & Safety*—As Rehabilitation representative, responded to patient codes facility-wide. Prepared Rehab department for JCAHO and CARF accreditation visits. Conducted drills and quarterly inspections. Generated reports for the facility's Health & Safety commissioner.
- *Functional Independence Measures (FIM)*—Educated new rehab employees and other disciplines on assessment process to maximize consistency of scores between evaluators.
- *Chart Audit*—Reviewed 30 randomly selected charts for adherence to JCAHO guidelines.

- continued -

Combination. *Janet L. Beckstrom, Flint, Michigan*

The individual was relocating to another state. She had valuable experience but did not know how to communicate it. The writer categorized the person's work experience and community

Rebecca T. Ferguson

404-555-5822

Employment HistoryMERCY HOSPITAL • Iowa City, Iowa**Staff Occupational Therapist**

(continued)

Professional Service

- *Team Conference Committee*—Championed the introduction of this multidisciplinary team that rounded three times per week and saw every patient at least once per week. The open-forum concept facilitated communication between health-care providers, patients and their families.
- *Rehab Recognition Awards*—Cochaired committee responsible for evaluating nominations and recognizing outstanding performance of staff members.
- *Spinal Cord Injury*—Mentored into involvement with program and subsequently became the facility's informal "spinal cord expert." Completed ongoing self-study to improve clinical knowledge. Participated in planning and strategy meetings.
- *CARE Club*—Conceived concept and introduced activities to boost morale and build camaraderie among employees in Rehabilitation department.

EASTERN IOWA COMMUNITY COLLEGE • Cedar Rapids, Iowa

2001–2005

Instructor (part-time)

- Taught classes and delivered guest lectures in ACOTE-certified OTA program.

SELECT CARE HOME HEALTH CARE • Coralville, Iowa

2004–2005

HEARTHSIDE • Hills, Iowa

& 1999–2000

Home Health TherapistBAY MEDICAL CENTER • Bay City, Michigan

1998–1999

Staff Occupational Therapist**Education**COE COLLEGE • Davenport, Iowa**Bachelor of Occupational Therapy**

1997

Certifications

- ❖ Occupational Therapist-Registered—National Board for Certification in Occupational Therapy
- ❖ Licensed Occupational Therapist—State of Georgia
- ❖ Registered Occupational Therapist—State of Iowa
- ❖ Licensed Occupational Therapist—State of Michigan
- ❖ Level 1 Reiki Certificate—The International Center for Reiki Training

Community Service

- ❖ *Iowa Adaptive Golf*—Helped disabled people of all ages participate in the sport of golf. Delivered programs that provided golf professionals with knowledge, strategies and tools to teach the disabled. Provided clinics for disabled golfers.
- ❖ *Safe Kids Coalition of Southeast Iowa*—Instructed new parents and family members in the correct usage of infant car seats. Certified by National Highway Safety and Transportation Department.
- ❖ *Eastern Iowa Community College Advisory Board*—Participated in student recruitment and strategic planning for OT program.
- ❖ *Arthritis on the Golf Course*—As guest speaker, delivered presentation to symposium sponsored by the Arthritis Foundation of Iowa.

service (see the underlined headings and embedded headings in *italic*) to give the reader a complete picture of the applicant's background. She was hired within just a few weeks of making the move. The opening Professional Highlights establish the high level of the applicant's information. See Cover Letter 26.

MARYANN FRENCH, R.N., B.S., C.A.C.

44 Carol Drive, Brentwood, NY 22222 • (555) 222-5555 • nurseadmin@health.com

NURSE ADMINISTRATOR

Accomplished Career Path

THE ISLAND SHORE HEALTH SYSTEM, Great Neck, NY 1990–present

The Island Shore Medical Center at Bethpage 5/97–present
DIRECTOR, QUALITY MANAGEMENT (On-call)

The Island Shore Health System 2/96–5/97
ASSISTANT DIRECTOR, QUALITY MANAGEMENT

The Island Shore Medical Center at Syosset 10/90–2/96
DIRECTOR, REGULATORY AFFAIRS (On-call)
DIRECTOR, RISK MANAGEMENT
DIRECTOR, MEDICAL STAFF CREDENTIALING

Quality Management / Performance Improvement

- Directly responsible for hospital-wide quality management and performance improvement encompassing
 - Utilization Review
 - Risk / Quality Management
 - Performance Improvement
 - Social Services and Physical Therapy Departments
 - Regulatory Agencies
 - Medical Staff Credentialing
- Ensure staff focus on individual, departmental, and hospital-wide initiatives, as well as team concepts.
- Guide the process of root cause analysis to identify, track, and resolve adverse events encompassing the development, implementation, and monitoring of corrective action plans.
- Prepare and process monthly statistical reports and analysis of hospital-wide operations.

Program Development and Implementation

- Direct the planning, development, implementation, and monitoring of case management (Care Guide®).
- Guide the development, implementation, and monitoring of healthcare practices to assess, identify, maintain, and improve the community standard of care.
- Initiate the development and analysis of hospital-wide studies to track and monitor specific patterns and trends.

Regulatory Affairs

- Coordinate and direct the multidisciplinary education and compliance of the New York State Department of Health Codes and the Joint Commission standards, maintaining staff development, program objectives, and risk-management oversight.
- Develop programs designed to reduce liability and increase staff awareness, education, and reporting activities.

Medical Staff Credentialing

- Develop and initiate the implementation of system-wide medical staff credentialing, allowing for a concise and expeditious application process.
- Ensure full compliance with New York State and Joint Commission regulatory requirements.

Presentations

- The Island Shore Health System, Medical Staff Credentialing Presentation, 2004
- The Island Shore Health System, Quality Management Presentation, 2003
- The Island Shore Health System, Medical Staff Credentialing Presentation, 2002
- The Island Shore Health System, Department of Quality Management Presentation, 2002

— Continued —

Combination. *Ann Baehr, East Islip, New York*

This resume uses a combination format to showcase specific experience: the most recent experience on page one, and the Earlier Chronology on page two. Boldfacing directs the reader's

MARYANN FRENCH, R.N., B.S., C.A.C.

Page 2

Earlier Chronology

Alcoholism Recovery Center, Brentwood, NY NURSE II	1985–1990
The Pharmaceutical Company, Hauppauge, NY INVENTORY MANAGER	1982–1985
Sachem Hospital, Sachem, NY STAFF REGISTERED NURSE	1980–1982
St. Jude Medical Center, Roosevelt, NY STAFF REGISTERED NURSE	1974–1980

Education & Training

Certificate of Completion, JCAHO, 2004
CONSULTANT'S CLINICAL CENTER, Brentwood, NY

Bachelor of Science in Health Administration, 1997
SAINT JOHN'S COLLEGE, Patchogue, NY

Alcoholism Counseling, 1989
INSTITUTE of ALCOHOLISM STUDIES, SOUTH OAKS HOSPITAL, Amityville, NY

Associate of Applied Science in Nursing, 1974
NASSAU COMMUNITY COLLEGE, Garden City, NY

Licenses & Certifications

New York State Certified Alcoholism Counselor #5555, 1989

New York State Licensed Registered Nurse #555555-1, 1974

Professional References and Portfolio of More Than 75 Letters of Recognition Available upon Request

attention down the left margin of the first page so that the reader can easily see the applicant's career path, leadership roles, and areas of responsibility and expertise. Boldfacing on page two again directs the reader to the left margin and then down the center of the page to view the applicant's credentials.

ROBERT MARTIN, D.D.S.

477 Covington Avenue
Bloomfield, CT 00000

(555) 555-5555

rmartin@yahoo.com

PROFESSIONAL SUMMARY

Expertise in all areas of dentistry combines with equally strong qualifications in business planning, development and management to enhance productivity and profitability.

Recognized internationally as a pioneer in the implementation of leading-edge techniques with a specialization in restorative and periodontal dentistry.

Distinguished career encompasses consulting, teaching and leadership roles with a major medical center as well as national and state professional associations in the dental field.

SPECIAL AWARDS & LICENSURE

Fellow of the Academy of General Dentistry
Master-candidate of the Academy of General Dentistry
State of Connecticut License in Dentistry

SELECTED ACHIEVEMENTS

- ♦ Grew dental practice to a profitable business through effective business planning, cost controls, consistent service excellence and referral-based marketing.
- ♦ Achieved reputation for innovation and expertise in the dental profession as one of the first to implement state-of-the-art nonsurgical periodontal techniques.
- ♦ Elected President of the Connecticut Academy of General Dentistry and spearheaded the development and implementation of innovative programs that improved profitability.
- ♦ Honored as "Dentist of the Year" by the American Dental Association for contributions and dedication to the field of dentistry.
- ♦ Invited to join Connecticut State Board of Dentistry as consultant and provide expertise on program development and consumer relations.
- ♦ Fostered a motivating work environment and promoted open communications, resulting in high performance and staff retention.

MANAGEMENT EXPERIENCE

HARTFORD DENTAL GROUP • Hartford, CT • 1970–present
President

Established and built highly successful business providing comprehensive dental services to several thousand patients. Acquired 3 private practices and led office through steady growth. Recruited and managed team of professional and support personnel. Provided ongoing staff training and development, leading to peak productivity, exceptional patient relations and continual referrals.

CONSULTING & TEACHING EXPERIENCE

CONNECTICUT BOARD OF DENTISTRY • Hartford, CT
Consultant (1984–present)

Selected as consultant to the statewide organization in the design and implementation of educational, consumer relations and other programs.

Combination. *Louise Garver, Enfield, Connecticut*

This dentist wanted to close his private practice in dentistry and become a manager in a corporate environment related to his specialty. The writer focused the applicant's resume on his

ROBERT MARTIN, D.D.S. - Page 2

UNIVERSITY OF CONNECTICUT SCHOOL OF DENTISTRY • Hartford, CT

Instructor (1990–present)

Revamped and expanded the curriculum. Teach operative dentistry and other courses in the School of Dentistry.

NEW YORK MEDICAL CENTER • New York, NY

Consultant (1999–present)

Consultant to medical center's pain-management program for patients suffering from TMJ disorder.

EDUCATIONAL CREDENTIALS

Doctor of Dental Science

University of Connecticut School of Dentistry, Hartford, CT

Graduated with high honors

Continuing Education

Successfully completed more than 1,000 hours of continuing education, earning graduate credits in all areas of general dentistry and practice management, including

TM Disorders
Implants
Ceramic Restorations
Auxiliary Utilization
Dental Materials
Table Clinics
Treatment Planning
Oral & Maxillofacial Surgery
Practice Management

Tooth-Colored Restorations
Overlay Dentures
Oral Pathology
Pharmacotherapeutics
Dental Jurisprudence
Partial Dentures
Clinical Diagnosis
Removable Prosthetics
Periodontics
Patient Insurance Programs

Soft Tissue Surgery
Endodontics Esthetics
Orthodontics
Fixed Prosthodontics
Operative Dentistry
Radiology
Surgical Endodontics
Financial Management
Patient Education

AFFILIATIONS

American Dental Association
Connecticut Dental Association
Academy of General Dentistry
Connecticut Dental Research Group

management qualifications and accomplishments to show that he was more than just a private practitioner. The applicant was successful in finding an R&D management position at a company that provides products to the dentistry field.

MICHELLE JONES, M.D.

98 Ben Franklin Drive
P.O. Box 219
Cherry Hill, New Jersey 07896

mjones@aol.com

Home: (609) 654-1040
Cell: (609) 654-5809
Home Fax: (609) 654-1755

HEALTHCARE PHYSICIAN

Senior Medical Resident in Internal Medicine with extensive knowledge of community medical diagnostic and patient care services in various settings, including inpatient and outpatient clinics, and government/private hospitals and clinics. Strong understanding of current principles, methods, and procedures for the delivery of medical evaluation, diagnosis, and treatment in women's healthcare, including rotation in OB/GYN. Outstanding interpersonal and cross-cultural communication skills: Fluent in English, Romanian, and French, combined with a basic command of Hungarian.

- | | | |
|---|---|---|
| <input checked="" type="checkbox"/> Obstetrics/gynecology | <input checked="" type="checkbox"/> Pediatrics | <input checked="" type="checkbox"/> Cardiology |
| <input checked="" type="checkbox"/> General surgery | <input checked="" type="checkbox"/> Outpatient clinic/office | <input checked="" type="checkbox"/> Orthodontic |
| <input checked="" type="checkbox"/> Internal medicine | <input checked="" type="checkbox"/> Emergency room experience | <input checked="" type="checkbox"/> Neurology |
| <input checked="" type="checkbox"/> Infectious diseases | <input checked="" type="checkbox"/> Rheumatology | <input checked="" type="checkbox"/> Pulmonary |
| <input checked="" type="checkbox"/> Hospital medical service | <input checked="" type="checkbox"/> Urology | <input checked="" type="checkbox"/> Vascular |
| <input checked="" type="checkbox"/> Private practice experience | <input checked="" type="checkbox"/> Nursing home/rehab/long-term care | <input checked="" type="checkbox"/> Psychiatry/behavioral/substance abuse |

EDUCATION

Institute of Medicine & Pharmacy—New York

Doctor of Medicine (1998)
Class Rank: Top 8%

Institute of Medicine—Hungary

Doctor of Medicine (1991)
Class Rank: Top 10%

Certifications:

Advanced Cardiac Life Support (ACLS)
Basic Life Support (BLS)
Advanced Trauma Life Support (ATLS)
American Board of Internal Medicine (ABIM)

Professional Licenses:

Doctor of Medicine (MD)—New Jersey
Doctor of Medicine (MD)—California

PROFESSIONAL EXPERIENCE

CLIFTON MEDICAL CENTER—Clifton, New Jersey

Oct 1998–Present

Attending Physician/Staff

Reporting directly to Chief of Medical Service and Chief of Staff M.D for 140-bed medical center providing hospital, outpatient clinic, rehabilitation unit, and nursing home services. Scope of responsibilities includes health care; supervising/teaching rounds; teaching clinic; supervising on-call residents; and working with residents on Internal Medicine Residency Program.

- Provide and manage direct patient care, including physical examinations, evaluations, assessments, diagnoses, and treatment.

Combination. *Jennifer Rushton, Sydney, Australia*

The individual was looking at senior practitioner roles in a small practice. The writer helped the applicant show potential employers that she had worked in leading roles and could manage

MICHELLE JONES, M.D.

Page 2 of 2

Professional Experience, Continued

- Train and supervise residents and on-call residents engaged in specialty activities and procedures, including emergency room on-call duties, inpatient area, outpatient clinic, nursing home/rehabilitation and long-term care/hospice unit, and off-site outpatient clinics.
- Effectively manage ER, medical floor inpatients, emergencies in ICU/CCU, and all in-house medical residents while on call as attending Medical Officer of the day.
- Frequently function as acting Chief Resident, directing and coordinating the patient care activities of nursing and support staff.
- Collaborate with residents on Internal Medicine Residency Program.

MEDICINE ASSOCIATES OF BLOOMFIELD—Bloomfield, New Jersey

Jan 1999–Jan 2001

Associate Physician

Reported directly to partner physicians while supervising a staff of 4 for small private practice. Scope of responsibilities included providing internal medicine; daily office functions; managing in-hospital patients; and managing patients at several local nursing homes and personal care homes.

- Developed and implemented patient management plans, recorded progress notes, and assisted in provision of continuity of care.
- Managed in-hospital patients at 3 local hospitals; provided appropriate patient education explaining the necessity, preparation, nature, and anticipated effects of scheduled procedures to the patient.
- Managed patients at several local nursing homes and personal care homes; examined patients, performed comprehensive physical examinations, and compiled patient medical data, including health history and results of physical examination; and prescribed pharmaceuticals, other medications, and treatment regimens as appropriate to assessed medical conditions.

PROFESSIONAL AFFILIATIONS

Member, American Medical Association (AMA)

Member, American Society of Internal Medicine (now called the American College of Physicians—American Society of Internal Medicine, ACP—ASIM)

PUBLICATIONS

The Use of a Correction Factor for the Calculation of Suprarenal Outputs as a Function of Arterial Pressure, diploma thesis, 1982.

Baucht, J., and Jones, M., "The Use of a Correction Factor for the Calculation of Suprarenal Outputs as a Function of Arterial Pressure," presented at and published in the proceedings of The National Symposium of Physiology, New York, August 16–18, Vol. 1, 2:20–24, 1981.

RESEARCH

Determination by E-testing of sensitivity of gram-negative microorganisms to Levofloxacin, sponsored by Baxter Pharmaceuticals (submitted for publication).

Measurement of adrenal blood flow in an experiment model.
Advisor: Dr. James Bauch

REFERENCES AVAILABLE UPON REQUEST

staff. The writer also displayed the applicant's patient care and knowledge. The opening profile lists in three columns her areas of expertise. Bulleted items in the Professional Experience section point to activities and responsibilities related to patient care.

Theodore R. Fitzgerald

123 S.E. Top O' Scott Circle • Seattle, Washington 44444

555-555-5555 home

12345678@msn.com

cell 555-555-5555

Administration Management

Professional Profile

Cross-functional **Management** professional with more than ten years of experience and a Bachelor of Science degree in the field of **Medical Imaging Technology**. Expertise in strategic planning, development and operations of multiple facilities. Skilled in combining leadership success in staffing, training and development; budgeting and cost controls; contract negotiations and mediation; and securing technical equipment, skilled physicians and technologists. Excellent organizational, communication and analytical skills.

Outstanding Accomplishments

- Increased facilities from two to eight locations performing 1,700 CT, MRI and X-ray procedures per month
- Manage facility and marketing budgets
- Assisted in selecting new center locations and full facility development
- Extensive personnel development and management
- Manage technical protocols on machines for overall consistency
- Recruitment and contract negotiations with staff radiologists
- Established private network among eight facilities
- Certified MRI scanners with American College of Radiology
- Implemented Teleradiology
- Development of customized patient and referring physician database
- Guest lecturer at alma mater with emphasis on CT and MRI

Professional Experience**Regional Director • Washington Advanced MRI & CT • Seattle, Washington • 1999–present**

Execute daily operations including management of eight facilities located in Oregon and Washington, ensuring delivery of highest service and quality to patients and referring physicians. Provide personnel management and development; contract negotiations with insurance carriers and provider radiologists; and develop regional marketing plan, budgets and growth opportunities.

Lead CT Technologist/Co-Manager of MRI and CT Department

Providence Seattle Medical Center • Seattle, Washington • 1997–1999

463-bed research and teaching facility in the Seattle metropolitan area with a five-scanner (MRI and CT) department

Developed performance evaluations; processed payroll; managed protocol; monitored quality assurance; and maintained supplies. Trained technologists, developed feasibility studies and provided employee counseling and radiologist/technologist mediation.

*continued . . .***Combination.** *Rosie Bixel, Portland, Oregon*

This former radiologic technologist was, as a regional director of a multisite, two-state MRI and CT firm, working on an MBA to enhance his management skills and credentials. The writer

Theodore R. Fitzgerald**Page Two****Radiologic Technologist (CT/MRI) • 1992–1999**

Providence Seattle Medical Center • Seattle, Washington

Provided quality and compassionate care to all patients. Produced high-quality imaging services for radiologists and referring physicians. Represented PPMC for Helical CT including one week of training in Milwaukee, Wisconsin. Provided quality-assurance monitoring of Contrast Media. Experienced on the following: GE Signa 5X MRI, GE Hilite Advantage CT, GE Helical Cti and Windows Workstation.

Certifications

American Registry of Radiologic Technologists • #25333

Advanced Certification, Computed Tomography

Advanced Certification, Magnetic Resonance Imaging

Washington Board of Radiologic Technology • #103444

Awards, Honors & Achievements

Leadership 2000 Course • PPMC

Most Dedicated Student Award • OIT

Medical Imaging Program, Most Outstanding Student Award • OIT

Guest Lecturer • Washington Institute of Technology in CT and MRI

Professional and Community Affiliations

Member • American Society of Radiologic Technologists

Member • Washington Society of Radiologic Technologists

Member • Metropolitan Association for Common Good (MACG) • 2001–2004

Member • Washington Health Forum • 2000–2004

Chairman • Pastoral Council • St. Therese Parish and School • 2001–2002

Member • Pastoral Council • St. Therese Parish and School • 1999–2001

President • Society of Medical Imaging Students • OIT • 1990–1991

Education

Master of Business Administration • Colorado State University • Degree expected 2005

Bachelor of Science • Medical Imaging Technology • 1992

Washington Institute of Technology • Klamath Falls, Washington

makes prominent the person's management abilities and experience. Lines enclosing "Administration Management" seem like a banner just below the contact information. The word Management is boldfaced in the Professional Profile, and managing is a recurrent theme in the Outstanding Accomplishments.

Melissa Tarkington

9803 Clinton Avenue • Houston, TX 77000 • (281) 000-0000 • name@cox.net

HEALTH & HUMAN SERVICES PROFESSIONAL

Dedicated health and human services professional with 15 years of experience in customer service delivery, management of administrative processes, and quality control. Qualifications include excellent services-management abilities, strong communication skills, administrative experience, comprehensive knowledge of federal/state healthcare and social-service regulations, and ability to team with diverse work groups in achieving organizational objectives. Deliver effective presentations in both large and small group settings. Computer proficient; highly adaptable to new systems and processes. Work well under pressure in multi-task management environments. Able to work well in self-managed and team-based environments. *Additional strengths include*

- Public Speaking & Presentations
- Work Planning & Prioritization
- Needs Assessment Interviewing
- Eligibility Determination
- Confidential Files/Correspondence
- Caseload Management/Administration
- Quality Assurance Standards
- Medicaid Regulations
- Customer Service Delivery
- Regulatory Compliance
- Medical Terminology
- HR Generalist Affairs

"Thanks for all you do; you add to morale around here and I appreciate it. And I appreciate your efficiency and unflappable calm, too." —Name Withheld, Dean, School of Allied Health

PROFESSIONAL EXPERIENCE

TEXAS DEPARTMENT OF HEALTH—HOUSTON, TX

1997–Present

Public Health Technician, Medical Transportation

Hold full responsibility for diverse range of administrative and caseload-management activities involving Medical Transportation Program (based on Medicaid policies), including intake interviews, eligibility determinations, transportation authorizations/arrangements, file and records management, contract agreements, service delivery reviews and resolutions, and recovery of Medicaid funds. Assist in training of new MTP intake staff and provide insight into Medicaid policies and procedures for clients, staff, and partner healthcare professionals. Challenged to fulfill various program/caseload goals in deadline-driven environment.

SELECTED ACCOMPLISHMENTS:

- Successfully manage average of 90–100 calls per day and maintain excellent track record of customer service delivery and records documentation. Developed strong knowledge base in Medicaid policies/procedures.
- Awarded eight hours of administrative leave by Commissioner of Health for recommending strategy to improve operational processes and reduce costs.
- Achieved highest success rate in division for recouping Medicaid funds related to medical transportation.
- Delivered series of well-received presentations to professional groups, service providers, and community groups/members regarding general and specific aspects of MTP program.

HEALTH SCIENCES CENTER—HOUSTON, TX

1995–1997

Administrative Assistant, School of Allied Health (1996–1997)

Served in highly visible position as primary assistant to dean of School of Allied Health; scope of accountability included maintaining schedule for appointments/meetings and events, preparing and distributing information for various programs throughout the school, handling finances and confidential documents/correspondence, planning travel itinerary, and verifying multimillion-dollar inventory list.

- Commended by dean for overall exemplary performance and maintaining consistent on-time, on-target scheduling, task management, and special-event coordination.
- Maintained excellent relationships with all staff and faculty personnel, including president and other top administration heads.
- Completed annual inventory report for all schools within School of Allied Health with 100% accuracy.

...Continued...

110

Combination. Daniel J. Dorotik Jr., Lubbock, Texas

The bold horizontal lines direct the reader's eyes to the profile paragraph and three-column list of strengths, which indicate areas of expertise. The quotation just after the list is effective

Melissa Tarkington - Page Two

(Professional Experience Continued)

Medical Transcriptionist, Radiology (1995–1996)

Transcribed routine and specialty pathology reports, including autopsies, bone marrow evaluations, and cytology reports, to document patient care and ensure proper delivery of healthcare services. Planned and conducted quality assurance evaluations on work; researched and retrieved prior history data for patient cases.

- Noted for transcribing large volume of routine/specialty reports with highest possible accuracy rating.

TEXAS DEPARTMENT OF HEALTH—HOUSTON, TX

1994–1995

Eligibility Specialist, CIDC (1995)

Social Service Technician, CIDC (1994–1995)

Promoted to perform wide range of administrative and supervisory duties for eligibility program, including supervision of entire eligibility process, volunteer activities, and maintenance of client and general office files. Planned and directed in-services for medical service providers, community service agencies, and other public health agencies; helped assistant program director with training and orientation of new employees. As Social Service Technician, maintained case records and assisted in office and caseload-management functions.

- Conceptualized and developed database program that generated monthly report, resulting in elimination of manual counting and quicker retrieval of client data.
- Created format that led to automation of CIDC monthly statistical report and subsequent expedient distribution; coded CIDC program files to clearly distinguish differentiation among various programs.
- Increased awareness of program policies and procedures through in-service presentations and comprehensive training/mentoring of new employees.

TEXAS DEPARTMENT OF HUMAN SERVICES—HOUSTON, TX

1993–1994

Administrative Assistant, Long-Term Care Unit

Recruited to oversee and meet objectives for all aspects of administrative work, including filing, processing, correspondence, editing/reviewing, scheduling, and other office-management duties.

- Developed training manual for new administrative staff that shortened learning curve and eased transition.

SCHOLASTIC BOOK FAIRS—HOUSTON, TX

1992–1993

Administrative Assistant

Fulfilled all administrative responsibilities as assistant to branch manager. Entrusted to serve as acting office manager in supervisor's absence. Facilitated payroll, inventory, mail/messenger, and database tasks.

"I am truly saddened to hear of your leaving your post... your upbeat personality, warm smile, and efficient work always made me look forward to coming over there." —Name Withheld, Ph.D., Assistant Dean, SAH

EDUCATION & TRAINING

BS in Human Services, 2002

UNIVERSITY—HOUSTON, TX

Selected Professional Development Coursework:

Employee Interview & Selection Training, 2002 ▪ Creating a Harassment-Free Environment, 2001
Emotional Intelligence on the Job, 2001 ▪ Computer File Management, 2001 ▪ Developing Leadership Ability, 2001
▪ Reducing Conflict at Work, 1999 ▪ Communicating with Clients from Poverty, 1998 ▪ 7 Habits of Highly Effective People, 1997

Computer Skills:

Microsoft Word, Excel, PowerPoint, Access; Adobe Photoshop, Acrobat; WordPerfect; Harvard Graphics; Internet

because its thanks "for all you do" acts like an endorsement of all the activities stated or implied in the list. At the end of the Professional Experience section, another quotation, lamenting the person's departure, suggests to the reader that hiring this individual would be a great gain.