

# Participant Workbook



## Resumes and Cover Letters

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- To get the INTERVIEW!



## Cover Letter Format

### Introduction

- This is similar to the objective/personal brand statement on your resume.
- The two critical components that must be included in your introduction are your primary 2-3 qualifications for the job and the position title.

### Body

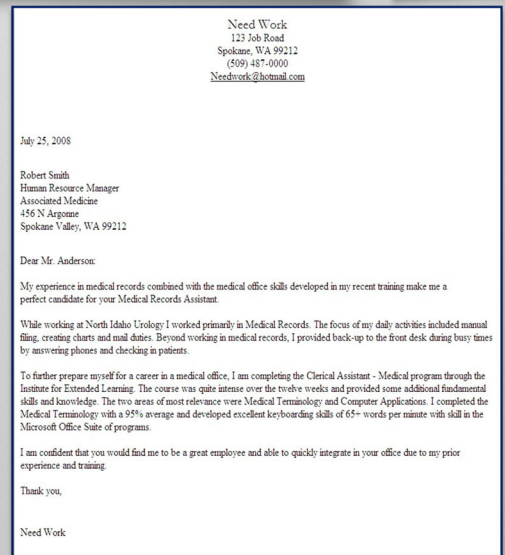
- In the body of your cover letter, you have the opportunity to expand on the qualifications stated in your introduction with specific supporting examples from your work/life experiences.
- Two paragraphs is the maximum for the body. Each should focus on a specific skill set mentioned in your introduction.

### Closing/Summary

- In the closing paragraph, you should reiterate your qualifications for the job and request an interview. It may be preferable to “ask” for the job by stating an assumptive closing such as, “I look forward to interviewing with you.”
- If the job announcement requests that you indicate a desired salary, here is where you should address that request. In summarizing your qualifications, you can use them to justify your desired salary.
- When addressing salary, it is recommended that you state a range rather than a specific amount.

# Cover letter content

- Introduction
  - 2-3 primary qualifications
  - Position title
- Body
  - 2 paragraphs, max.
  - specific examples
- Closing/Summary
  - Reiterate qualifications
  - Assumptive reference to interview



# Introduction Examples

- Throughout my career as a graphic designer I have established a reputation for innovative designs that inspire customers to action that would benefit the ABC Company.
- My extensive experience in customer service, combined with my ability to provide technical support with patience and understanding, makes me well qualified for the position of Help Desk Support Technician.

## Body – Alternatives to “I” statements

While working for ...

My training included ...

During my time with...

As an experienced, \_\_\_\_, I have ...

My experience with ...

My \_\_\_\_ is best demonstrated by ...

## Body Examples

- At ICT I developed my ability to manage a high volume of calls while maintaining a high quality of service. It was not uncommon to handle over 75 calls in a day, which consistently put me in the top 5% of the team of 50. In addition, during my five years there, I received the Stellar Service award twice.
- As an experienced plant manager I have extensive knowledge of how to create and maintain an efficiently operating manufacturing plant. Utilizing Lean principles I was able to reduce our defect rate to under 2%, whereas prior to my arrival it had traditionally exceeded 10%. The primary cause was empowering line staff to identify and implement improvements.

## Closing/Summary



- After reviewing my resume, please contact me to arrange an interview in which we can more fully discuss how my Automotive Technician experience and customer service skills can benefit Able Automotive.



Cover letter examples are included on next two pages.



June 30, 2019

Spokane Produce  
1212 W Airway  
Spokane, WA 99217

Dear Selection Committee:

My previous experience in shipping and receiving combined with my knowledge of the produce industry make me well qualified for the Warehouseman position.

The majority of my shipping and receiving experience was while working at Telect. I was initially hired in a temporary capacity to assist for three months in the packing and packaging of products for shipment throughout the world. At the conclusion of my assignment I was hired permanently as a shipping clerk. Over the next three years my role expanded to include receiving duties as well. In my positions at Jensen Byrd and Sears I also was involved in shipping and receiving during peak times of the year when additional staff was necessary in that area.

During my tenure at Albertson's is where I gained my knowledge of produce. For three of my five years with Albertson's my position was as a produce clerk. During this time I learned to identify each type of produce and the proper care procedures. Often I would work the swing or graveyard shift and would serve as acting department manager for produce.

After reviewing my resume please contact me to arrange an interview to more fully discuss how my shipping and receiving experience along with produce knowledge would benefit Spokane Produce.

Sincerely,

Jane Jobseeker

Debra Jones  
Offices R Us  
2345 N. Staples Lane  
Spokane, WA 99201

Dear Ms. Jones:

My extensive experience in administrative office positions, combined with customer service skills make me well qualified for the Administrative Assistant available at Offices R Us.

In my 15 years working as an administrative assistant I have provided support to as many as three executive level managers. Most recently, I worked with three regional sales managers at Dumbrock and Hoyt. One significant accomplishment during my tenure was developing an Excel spreadsheet, utilized by the sales managers and the 12 sales representatives to track sales for monthly reporting. This spreadsheet reduced the time to compile the monthly sales report from two or three days to only a matter of minutes.

Throughout my career I have developed exceptional customer service skills. Each of my positions has required high levels of interaction with customers. It was not unusual to handle up to 80 customer inquiries a day at Zack & Associates Insurance. While at Hansen and Greenberg Law office I twice received awards from the partners for going above and beyond in serving our clients.

After reviewing my resume, please contact me to arrange an interview to discuss in more detail I can use my administrative office experience and customer service skills at Offices R Us.

Sincerely,

James Jobseeker

# Attracting the employer's attention



- Target your resume
- Study job description
- Use keywords



The first step in obtaining an interview is grabbing the employer's attention with your resume. This typically takes less than 15 seconds. Most employers follow a similar process: They look at your resume, and, in a matter of seconds, decide to sort it into one of three stacks of resumes:

1. Definitely will take a closer look
2. Might take a closer look if there aren't enough in the "definite" stack
3. No Way!

The way you grab an employer's attention is by **TARGETING YOUR RESUME** to the specific job you are applying for. This means you will need to create a new resume for every job application. However, you will not have to start from scratch each time. In most cases, you can target your resume to the specific employer and job by making minor adjustments.

The Job Description is the most important document in the job search process and a key component in helping you target your resume. Here, the employer is telling you exactly what they are looking for.

Using keywords are extremely powerful and essential; using the employer's language in your resume. Study the job description to identify those key skills, knowledge, experience and characteristics that are important to the employer in order to focus your resume and highlight the areas in which you are a great match.

## Keywords – Job description

### Job Description

Computer Services Company looking for a **Part-Time Computer Technician** in Spokane, Washington

All candidates must have **computer technician experience and customer service experience** as well. Our technicians perform a variety of technical, customer service and clerical tasks. This position will deal with current and prospective customers on a daily basis. All of our technicians must be able to communicate effectively with all of our current and prospective customers in person as well as via telephone and e-mail. Technical responsibilities consist of performing a wide variety of IT support, computer repair and networking related tasks.

We provide Paid Personal Leave/Vacation Time and a Retirement Account with Employer Match.

It is imperative you have the required experience as we test all candidates during the interview process. This position is for a Part-Time In-Store and On-Site technician. Driver's license is a MUST.

Minimum requirements are as follows; candidates will not be considered unless they are met:

- **Server experience** is nice but not required.
- Minimum of two years of experience with a company providing **hands on computer service**. Help desk and "in school" experience does not count.
- **Ability to configure** personal computers, **order parts** and **build systems**. **Virus removal and operating system repair/configurations**.
- **Data Recovery** experience.
- **Laptop hardware** experience including the ability to **completely disassemble and reassemble a laptop computer**.
- Experience in **diagnosing and repairing computer hardware and software problems** with a company.
- Experience providing computer services at **customer's homes and at businesses**.
- Good communications skills and attention to detail.
- Knowledge in **Mac hardware and software**.
- Ability to **terminate and test data cables - cat 5 and cat 6**.

Highlight Keywords  
from job description

The job description is the key to identifying the key words you need to use in your resume. In the example, the jobseeker has highlighted keywords in the job posting.

This informative video on using Key Words is targeted to Job Applications, but the principles apply to resumes as well. You should use the employer's key words throughout your resume; in your Professional Profile, Summary of Qualifications and in the description of your job duties in your work history.

The video can be found at

<https://www.monster.com/career-advice/article/how-to-write-your-resume-1216>

## Targeting your resume: Keywords



## Keywords



- **Generic Resume:** Coordinates with other staff and outside agencies in developing individualized treatment plans
- **Job Description:** Works in **collaboration** with other **team members** and **professionals** in **development of treatment plans**.
- **Targeted Resume:** **Collaborates** with **team members** and **professionals** in **development of individualized treatment plans**.

These two slides provide examples of how to adapt wording in your work history job duties or summary of qualifications to match employers' keywords. Note that the tense of the word may be changed, and Applicant Tracking Systems will still be able to identify the word as a matching key word.

## Targeting



### Job Requirements

- Laptop hardware experience which enables candidate to completely **disassemble** and **reassemble** a **laptop** computer
- Experience on networks that allows individuals to **configure home and business networks**
- Experience in **diagnosing** and repairing computer **hardware** and **software** problems with a company

### Summary of Qualifications

- Experience working on desktops and **laptops** including computer **disassembly** and **reassembly**
- Skilled in **configuring business and home networks**
- Proficient in **diagnostic** skills in both **hardware** and **software** demonstrated throughout career

## Targeting & Keywords - Online help

### Jobscan.co

### TagCrowd.com



The slide above provides examples of two free websites that will help you to evaluate how well your resume uses an job posting's keywords.

Jobscan.co (not ".com", ".co") will provide a score on keyword matching. TagCrowd.com displays wording in a job description or resume by displaying words by size based on the frequency of use.

Identify a recent job you applied to.

1. Select two qualifications you have that the job requires.
2. Create a statement that summarizes each qualification using keywords from your field.

## Qualifications statement practice

- Identify a recent job you applied to.
- Select two of your qualifications.
- Write a statement for each.

## Paint a picture



Although you are a multi-faceted worker who has done a wide variety of jobs, and duties within each job, the employer needs to see the facets of you that closely relate to the job to which you are applying. In using the employer's keywords and key knowledge, skills and abilities, from their job description, you will be able to paint a picture of you as a perfect match for that job.

In the exercise that follows, you will step into the role of a hiring manager, or resume screener. Carefully read the job description for the position of Leasing Agent. Highlight 5-10 key skills or keywords for the job. You will use these keywords to evaluate four resumes for that job. Review each to look for keyword use. Also look for "red flags" about each person.

## Resume Review



## **JOB ORDER - LEASING AGENT**

Premier Property Management company is seeking a full-time leasing agent for a 322 unit apartment complex in a park-like setting to provide clerical and leasing support to the on-site manager. Office duties include spreadsheets, deposits, leasing, documentation, reports, and interoffice communication.

### **JOB REQUIREMENTS:**

- Must have accurate 60 wpm word processing (MS Word), Excel, and 10 key Ability
- Must be able to demonstrate excellent organizational skills
- Must have general math aptitude
- Must be able to work in a fast-paced, deadline oriented business
- Must demonstrate excellent customer service skills and possess the ability to communicate with diverse clientele
- Must be able to show and lease apartments to perspective tenants as well as explain the lease agreement.
- Must be able to coordinate with other staff for seamless move in/move out process

### **PREFERRED QUALIFICATIONS:**

- Some sales and/or customer service experience a plus
- Assist with maintaining a clean, safe, and positive atmosphere for tenants

### **SALARY/WAGE/BENEFITS:**

\$15-\$17/hour D.O.E

### **CLOSING DATE/DEADLINE:**



# DENISE JACKSON

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222 S. 2<sup>nd</sup> Ave Spokane WA Cell: (509) 222-2222 [Djackson#1@yahoo.com](mailto:Djackson#1@yahoo.com)

## Leasing Agent

May 2013- November 2017

Edenbrook East Apartments

9715 E. Sprague Spokane Valley WA 99201

Supervisor: Kerry Knutson (509) 888-8888

- ◊ Showed apartments, amenities, and grounds to potential clients and ensured they saw the best the facility had to offer.
- ◊ Had a high ratio of renting, received awards for leasing abilities.
- ◊ Called on references and made sure income ratio complied with management requirements.
- ◊ Explained rental agreements to new tenants.
- ◊ Worked with different types of people and ensured they were happy with the property and apartment.
- ◊ Maintained confidentiality.
- ◊ Communicated all information regarding move in, move out status to staff members.
- ◊ Bank deposits, bookkeeping, math skills.
- ◊ Kept grounds clean and neat/curb appeal.
- ◊ Planned and co-hosted holiday parties at the property.
- ◊ Other duties included cleaning, landscaping, some painting, made dump runs, and general upkeep of property.

## Sales/Customer Service

October 2006– March 2013

Office Depot 427 W. 7<sup>th</sup> Avenue Spokane, WA 99204

Supervisor: Lisa Carrington (888) 888-8888

- ◊ Showed customers various merchandise, sold merchandise.
- ◊ Worked in a variety of departments.
- ◊ Reported cost analysis for customer projects.
- ◊ Completed projects and ensured customer satisfaction.
- ◊ Handled cashier position, debit, credit, and cash transactions.
- ◊ Stocked shelves, end caps and counters.
- ◊ Worked as part of team to keep sales high and costs low.
- ◊ Possess excellent listening skills.

FRIENDLY

POSITIVE

CREATIVE

ADAPTABLE

COMPETENT

# **LAWRENCE JOHNSON**

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Email: [Larrytheman420@hotmail.com](mailto:Larrytheman420@hotmail.com)

625 E. Magnolia #7

Spokane, WA 99217

Cell (509) 777-7777

Home (509) 999-9999

Message (509) 333-3333

## **Objective**

Looking to work in a larger complex where I can get promoted quickly. I want to use my excellent skills to grow with the company. I am a hard worker dependable.

## **Leasing Agent/Assistant Manager May 2010-Present**

Wren Property Managemnt Post Falls, Idaho 98904

Manager - Terri (208) 333-3333

- ✓ Mowed lawns, landscaped when needed
- ✓ Cleaned carpets and painted as needed
- ✓ Lite maintainance duties, contracted out large jobs for others to do
- ✓ On call, lived on property, handled after hour situations,
- ✓ 48 unit complex
- ✓ Showed apartments to potential clients
- ✓ Showed pool, racquetball courts and cabana to potential clients
- ✓ Good leasing agent
- ✓ Typed all paperwork
- ✓ Explained rental agreements to new tenants.
- ✓ Made sure all staff knew move in / move out schedule
- ✓ Made monthly spreadsheet that showed who paid what and who owed rent, and wrote 3 day pay or vacates to start when tenant need to be evicted
- ✓ Went to court for evictions.
- ✓ Made bank deposits
- ✓ Ensured grounds clean and neat.
- ✓ Jack of all trades

## **Education**

- ✓ North Central High School      Spokane, WA      1986
- ✓ Spokane Community College      Spokane, WA      2000
- ✓ Forklift Certified      Post Falls, Idaho

## **Lisa Anderson**

509.777.7777 [Landerson22@yahoo.com](mailto:Landerson22@yahoo.com)

**Objective:** Seeking long term position in property management as a leasing agent for Premier Properties. Enthusiastic and customer-service focused with over 5 years of experience in the field.

### **Related Experience:**

Leasing Agent    Central Properties    Terry Joel 509.555.5555    (8/2013-12/2017)

- Prepared leases
- Set appointments and screened applicants
- Showed apartment homes
- Completed inspections and assisted with move-ins
- Prepared renewal leases
- Wrote work orders
- Photographed complex and marketing outreach
- Maintained excellent working relationship with tenants, contractors, clients and staff

### **Skills Offered:**

Flexible, reliable, and energetic  
Excellent communication and interpersonal skills  
Well-organized and self-motivated  
Proven negotiating abilities to close leasing agreements  
Strong knowledge Microsoft Office tools, exceptional computer skills  
Efficiently handle multiple tasks  
Excellent networker with solid time management skills

### **Additional Work History:**

Sales Associate    Sears Roebuck    Lonna Jones 509.222-2222    (3/2010-7/2013)  
Cashier            Maverick            Shantel [Cox](mailto:Cox) 509.333-3333    (5/2007-2/2010)

### **Education:**

Whitworth College Bachelor's Degree Business Management, Cum Laude

## Thomas L. McKay

thomaslmckay@yahoo.com

Spokane, WA 98682

Cell (509) 555-5555

### Qualities Offered

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Experienced leasing agent and assistant manager with excellent written and oral communication skills. Able to work cooperatively with staff and contractors to ensure move in dates are met as scheduled. Considerable experience with spreadsheets, rent collection, deposits, and customer service.

#### Work History – Apartment Management

Rehmke Property Management Summerwood Villa 12/2008 – 1/2012 Portland, Oregon 97202

Supervisor: Suzanne Jamison (503)777-7777

##### Leasing Agent

- ⇒ Strong leasing skills with high ratio of rentals
- ⇒ Maintained 98 % occupancy for ten months out of twelve
- ⇒ Showed apartments and screened interested parties
- ⇒ Maintained curb appeal of property as a number one priority
- ⇒ Promoted property and amenities to potential tenants
- ⇒ Created a comfortable, safe, and enjoyable living environment
- ⇒ Enjoyed the diverse clientele
- ⇒ Ensured Jacuzzi and swimming pool were pristine, balanced chemicals and cleaned sauna
- ⇒ Worked cooperatively with cleaning, maintenance, and painting crews
- ⇒ Provided seamless move in services
- ⇒ Assisted with monthly events held in the common area

##### Assistant Manager

- ⇒ Handled customer concerns and wrote maintenance requests as needed
- ⇒ Maintained order within the apartment complex
- ⇒ Created spreadsheet and captured monthly data
- ⇒ Prorated rent for new tenants and wrote corresponding letters
- ⇒ Assisted manager as needed including co-writing monthly report to management
- ⇒ Wrote and posted legal documents such as 3 day pay or vacates
- ⇒ Represented property management company in court
- ⇒ Contacted contractors and received bids
- ⇒ Maintained petty cash, ordered supplies

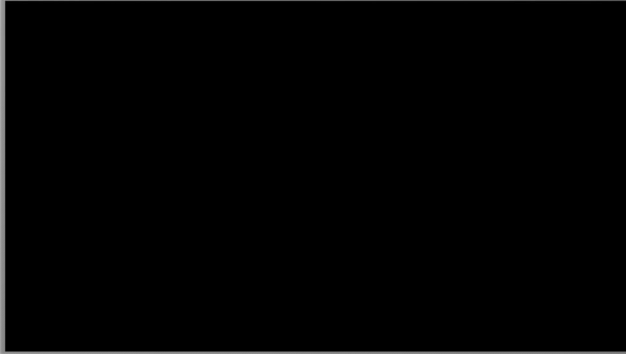
#### Additional Work History – Sales and Customer Service

JC Penney's 4/2005 - 11/2007 Portland, Oregon 97202

Supervisor: Jon Tomkins (503)888-8888 Ext. 88

- ⇒ Sales, cashier, and customer service
- ⇒ Handled credit, debit, and cash transactions
- ⇒ Stocked shelves, priced merchandise, and created displays

## Quantify achievements



This video focuses on the need to outshine the competition for a job by quantifying your achievements and accomplishments in past jobs.

QUALIFY—Present proof that you meet the key qualifications for the job.

QUANTIFY—Help the employer visualize you doing the job well by quantifying your achievements with numbers and percentage reflecting Time (in the job or time saved), People (how many served and to what degree) and Money (saved or made).

QUALITY—Employers are not just interested in the quantity of your work but the quality as well so provide examples of quality work and service.

The video can be found at

<https://www.monster.com/career-advice/article/how-to-write-your-resume-1216>

## Quantify achievements



- Highlight Achievements
- Quantify/Be Specific



## Quantify



- **Original:** Prepared company payroll
- **New:** Prepared company **payroll for 800, in 12 locations** over the United States
- **Think:** Money, Time, and People

Note how these statements of job duties from resume work histories were improved by quantifying the work done.



## Quantify



- **Original:** Improved inventory management system.
- **New:** Developed new inventory management system that **saved over \$50,000 in first year**
- **Think:** Achievements/Problems you solved

# Is your resume getting you interviews?



- Not applying
- Not a match
- Missing Qualifications
- Grammar
- Wordy
- Formatting
- Ageism



The purpose of a resume is NOT to get you a job, it is to get you an interview! It is your primary marketing tool to sell yourself to an employer so they will want to interview you.

There are a variety of reasons why a resume might not be working to obtain interviews.

- Not applying: Not applying enough. You need to be actively talking to employers and applying.
- Not a match: Apply to jobs for which you are qualified. You do not have to have 100% of all the desired qualifications, but you must have most of them.
- Missing Qualifications: Even if you are well qualified for the job, if your resume does not include how you meet the main qualifications, it will look like you are not qualified.
- Grammar: If your resume contains spelling and grammar errors, the employer is likely to assume you lack of attention to detail or passion to get the job rather than a lack of education. Use Spell Check, Grammar Check and a second person to proof read your resume.
- Wordy: Employers are in too big a hurry to read dense blocks of text.
- Formatting: The format of your resume should be consistent and professional.
- Ageism: Including education dates and more than 10-15 years of work history can lead to age discrimination.

# Chronological Resume



These slides illustrate the features of a Chronological Resume and when it is most effective to use this resume format.

## Chronological

### Administrative Assistant

Most relevant jobs are also most recent. Focus on job title.

**Jane Jobseeker** Spokane, WA 509.122.3334 [jane.jobseeker@gmail.com](mailto:jane.jobseeker@gmail.com)

**Professional Profile**  
Highly capable Administrative Assistant with a proven record of providing executive level support with extreme professionalism and discretion.

**Summary of Qualifications**  
-Over five years experience providing administrative support to mid and senior level management  
-Extensive background in managing management schedules and coordinating travel  
-Routinely composed or edited internal and external correspondence  
-Function well in high volume – high stress environments, including front and back office  
-Highly organized with a strong emphasis in planning and coordinating events

**Experience**

**Administrative Assistant** Eagle Eye Networks Spokane, WA July 2017 – March 2019

- Provided administrative support to Director of Sales and three Regional Sales Manager
- Maintained schedules and handled travel arrangements for the director and managers
- Developed tool that consolidated monthly sales reports of 18 sales representatives in one document
- Created a wide variety of correspondence aimed at customers and vendors
- Coordinated with director and sales manager quarterly trade shows and customer events

**Receptionist** Magic Mountain Manufacturing Spokane, WA February 2015 – July 2017

- Handled walk-in and phone traffic for this 350 person organization
- Assisted sales team with design and distribution of sales materials to customers
- Participated in the coordination for quarterly trade shows and other customer focused events
- Took a lead role in the implementation of new phone system with the facility

**Medical Assistant** Northside Family Physicians Spokane, WA October 2012 – February 2015

- Back office support for three physician, two registered nurses and one nurse practitioner
- Conducted initial patient assessment and associated documentation, averaging 40 – 50 per day
- Prepared patients and assist with routine and specialty exams, procedures and minor office surgeries
- Commended routinely by patients and staff for the ability to build rapport with patients quickly

**Office Assistant** Gonzaga University – Student Services Spokane, WA May 2009 – October 2012

- Provided administrative support to Director and four department supervisors
- Assisted in planning and coordination of Women's leadership Conference that had 150 participants
- Primary student contact for registration and information regarding campus events and activities
- Created Excel spreadsheet to track Student Services, saving significant time in monthly reporting

**CNA** St. Joseph's Care Center Spokane, WA January 2007 – May 2009

- Provided assistance with daily living activities of between 20 – 30 residents
- Insured that proper medication was distributed on a day to day basis
- Performed daily duties under strict time constraints due to residents schedule
- Established strong relationships with resident's family

**Education**  
**AAS Medical Assistant** Spokane Community College Spokane, WA



# Functional Resume



These slides illustrate the features of a Functional Resume and when it is most effective to use this resume format.

## Functional

- Medical Assistant** ———
- Healthcare** - First in relevancy
- Customer Service** - Second in relevancy
- Administrative** - Third in relevancy
- Work History** - Validates skills and experience documented above

**Jane Jobseeker** Spokane, WA 509.122.3334 [jane.jobseeker@gmail.com](mailto:jane.jobseeker@gmail.com)

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**Professional Profile**  
Highly professional Medical Assistant with a commitment to providing an exceptional experience for every patient while receiving quality care.

**Summary of Qualifications**

- Over five years experience and training as a Medical Assistant, both family practice and long term care
- Current Medical Assistant certification from Washington State Department of Health - CPR certification
- Able to prepare for and assist with a variety of routine and specialty examinations
- Reputation for treating patients with extreme compassion, making them comfortable and at ease
- Enjoy working in a high energy, fast paced environment that requires proactive thinking

**Healthcare**

- Team of three physicians, a nurse practitioner, and two registered nurses and a medical assistant
- Routinely take the opportunity educate and coach patients regarding their care and treatment
- Conduct patient assessments and maintain detailed documentation
- Daily obtain specimens for testing applying proper collection techniques
- Committed to maintaining all areas of facility to standards and ensuring sufficient supplies available
- Insured that proper medication was distributed on a day to day basis

**Customer Service**

- Provided assistance with daily living activities of between 20 – 30 residents at St. Joseph's Care Center
- Handled walk-in and phone traffic for this 350 person manufacturing organization
- Created a wide variety of correspondence aimed at customers and vendors
- Primary student contact for registration and information regarding campus events and activities
- Established strong relationships with resident's family

**Administrative**

- Provided administrative support to Director and four department supervisors at Gonzaga University
- Assisted sales team with design and distribution of sales materials to customers
- Participated in the coordination for quarterly trade shows and other customer focused events
- Created Excel spreadsheet to track Student Services, saving significant time in monthly reporting
- Developed tool that consolidated monthly sales reports of 18 sales representatives in one document

**Work History**

<b>Administrative Assistant</b>	Eagle Eye Networks	Spokane, WA	July 2017 – March 2019
<b>Receptionist</b>	Magic Mountain Manufacturing	Spokane, WA	February 2015 – July 2017
<b>Medical Assistant</b>	Northside Family Physicians	Spokane, WA	October 2012 – February 2015
<b>Office Assistant</b>	Gonzaga University – Student Services	Spokane, WA	May 2009 – October 2012
<b>CNA</b>	St. Joseph's Care Center	Spokane, WA	January 2007 – May 2009

**Education**

<b>AAS Medical Assistant</b>	Spokane Community College	Spokane, WA	
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# Combination

Medical Assistant  
Functional

Chronological

**Jane Jobseeker** Spokane, WA 509.122.3334 jane.jobseeker@gmail.com

**Professional Profile**  
Highly professional Medical Assistant with a commitment to providing an exceptional experience for every patient while receiving quality care.

**Summary of Qualifications**  
-Over five years experience and training as a Medical Assistant, both family practice and long term care  
-Current Medical Assistant certification from Washington State Department of Health - CPR certification  
-Able to prepare for and assist with a variety of routine and specialty examinations  
-Reputation for treating patients with extreme compassion, making them comfortable and at ease  
-Enjoy working in a high energy, fast paced environment that requires proactive thinking

**Healthcare Experience**

**Medical Assistant** Northside Family Physicians Spokane, WA October 2012 – February 2015

- Back office support for three physician, two registered nurses and one nurse practitioner
- Conducted initial patient assessment and associated documentation, averaging 40 – 50 per day
- Prepared patients and assist with routine and specialty exams, procedures and minor office surgeries
- Commended routinely by patients and staff for the ability to build rapport with patients quickly

**CNA** St. Joseph's Care Center Spokane, WA January 2007 – May 2009

- Provided assistance with daily living activities of between 20 – 30 residents
- Insured that proper medication was distributed on a day to day basis
- Performed daily duties under strict time constraints due to residents schedule
- Established strong relationships with resident's family

**Administrative Experience**

**Administrative Assistant** Eagle Eye Networks Spokane, WA July 2017 – March 2019

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- Assisted in planning and coordination of Women's leadership Conference that had 150 participants
- Primary student contact for registration and information regarding campus events and activities
- Created Excel spreadsheet to track Student Services, saving significant time in monthly reporting

**Education**  
**AAS Medical Assistant** Spokane Community College Spokane, WA

This slide illustrates that a Combination Resume includes features of both a Chronological and a Functional Resume.

The scenarios below include examples of work histories for which you can determine whether a Chronological or a Functional Resume format would work best.

## Resume Formats

**Scenario 1:** Harry has worked in the sales industry for the last 15 years. He did well as a salesman, but is tired of the traveling, long work hours, and, frankly, dealing with people. Early in his sales career, he worked for a small company and took on multiple roles in the sales team, including human resource functions such as hiring, firing, training, and evaluations. He would like to change careers and work in Human Resources. Harry does have a BA in Business Management with an emphasis in Human Resources from 15 years ago.

**Scenario 2:** Jeff has worked as a welder for the last 20 years at various companies, most of which were small to medium-sized fabrication companies, although his last job of 4 years was at a large regional corporation, from which he was laid off. Jeff is skilled in Mig, Tig, Arc, and Gas welding, and is familiar with Laser welding. He is looking for a job as a welder in the fabrication industry.

## 10 Effective Resume Guidelines



1. Target your resume, use keywords, and quantify
2. Easy-to-read layout, consistent style and format
3. Present most important/relevant information first
4. Paint a picture of who you are and your capabilities
5. Error-free, brief/concise phrases, use active verbs and provide details

## Effective Resume Guidelines Continued



6. Every statement can be supported in an interview
7. Length: 1 page, unless work history or position warrants more
8. Evaluate each line – Is it the best use of space?
9. Margins: Min. 0.5" – Max. 1"
10. Font: Arial or Times New Roman, Standard 12 pt.; Min. 11 pt.



## Business Analyst

- Analyzed and architected financial intelligence models to measure complex data, cash flows, NPV, and ROI.
- Successfully connected internal sales, marketing as well as design teams and departments with external partners via Trello and Slack integrations, leading to 20% more efficient workflow and effective data tracking and sharing of projects.
- Developed successful business models resulting in a revenue increase of 4.4% from 2015 to 2016.
- Analyzed and architected business intelligence models to measure ROI. Monitored and reviewed options, risks, and costs of company's \$5 million budget.

## Customer Service

- Delivered an exceptional customer service experience, resolved issues and shared benefits of additional services. Recognized for being positive, intuitive, and client-centric.
- Promptly responded to around 70 general telephone and email inquiries per day regarding existing business accounts.
- Managed 100 clients' data and maintained up-to-date knowledge of account changes, operations, and financial options.
- Demonstrated organizational skills and served as backup to customer service team.
- Greeted and assisted customers with various issues and additional service packages.

## Finance & Accounting

- Saved up to 25% on shipping costs by generating accurate reports for determining the cost, quality, and location of the inventory, and maximizing production efficiency.
- Prepared monthly and quarterly investment forecasts of \$4M stock exchange fund to evaluate precise margin call.
- Performed external audits on +200 JEG listed companies, analyzing their financial statements, tax returns, expenditures, and revenues.

## **HR Manager**

- Successfully recruited more than 300 professionals via LinkedIn and alumni databases, ensuring background checks, individual offerings as well as contacting uprising talents.
- Managed training programs for all new employees, including orientation, disciplinary procedures, safety, etc.
- Created and implemented a self-improving employee's training system with well-documented standard operating procedures (SOP) adopted company-wide.
- Developed and improved recruiting system with friendly job application forms, practice tests, and questionnaires for filtering 100 new daily resumes to find the top talent.

## **Mechanical and Electrical Engineering**

- Installed, maintained and repaired high-technology equipment for the semiconductor industry, Stepper NSR-SF155 and NSR-1505G2A.
- Prepared BOQ and implemented SPC for various process steps to monitor 100% production quality.
- Designed and implemented a working two-channel encoder for an FM modulator within a six-week deadline.

## **Project Manager**

- Solved internal financial business challenges by reducing projects' costs by 25%.
- Managed, lead and coordinated various teams of up to 70 people to perform marketing programs. This included collaboration both with internal and external teams.
- Created, organized and implemented the company's employee training program with the help of up-to-date educational book reading practices, which improved the ideas of the professional team members and workflow.
- Monitored 42 end-to-end marketing and PR projects.

## **Sales**

- Sold high-tech products with an average price point of \$18,000.
- Together with the sales team, planned and organized territory sales completing monthly goals of 100 meetings.
- Increased unit sales goals by 260% and generated over \$90,000 in revenue in six months.
- Managed and maintained a portfolio of over 400 business clients.
- Developed new relationships with over 70 business clients, helping them to solve their business challenges.
- Worked independently and performed 80 - 100 daily cold calls, educating customers and building relationships.

# Cover Letter Worksheet

**Introduction:** Using the two qualifications you identified for the summary of Qualifications write an introductory paragraph a cover letter to accompany the resume.

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**Body:** Write an example of a situation in which you demonstrated one of the qualifications listed above.

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**Closing:** Write a closing statement restating your qualifications for the position and asking for an interview.

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# Resume Worksheet

**Personal Brand Statement:** Write a quick first draft of your personal brand statement. What do you want employers first impression of you to be. (This is just the beginning, it does not have to be perfect.)

Example: Talented Social Media Consultant: Committed to helping business maximize their online presence to develop or expand the business.

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**Summary of Qualifications:** Think of a job you recently applied for or are considering, what are two qualifications they are seeking that you have. Write a summary statement highlighting each skill.

Example: Skill – Training: Excel in developing and presenting training in technical and non-technical subjects to assist in achieving organization goals.

1.

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2.

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**Quantify Achievements – Identify two accomplishments you are proud of that have a quantifiable aspect to them. Write a statement for each to use within the job description of your resume.**

Example: Built sales team that in two years grew sales from just over \$5 million annually to in excess of \$20 million.

1.

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2.

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