**Resume Writing**

What your Resume will accomplish:

1. Show that you qualify for the job
2. Present pertinent job-related facts about you and your experience
3. Get you passed the screening process
4. Will not get you a job – will get you an interview

Content of a Resume:

1. Be clear, concise and organize
2. Be positive; use action words as first word of the bullet
3. Use only important information that applies to the job, omit personal information
4. Get content down to one page
5. Customize resume for each distinct job
6. Be honest, do not exaggerate or lie

Format of a Resume:

1. Fill the page; leave good borders and space between lines
2. Make sure important information “Jumps out”  at the reader
3. Resume will get a quick scan – make it easy to read
4. Place information in reverse chronological order
5. Use bullet points, bolding and capitalization

Tips:

1. Proofread over and over!! It must be perfect
2. Use resume grade paper and get quality copies
3. Include job Title, Employer, Duties and Dates – make these to be on a separate sheet
4. Always include a cover letter when sending a resume

Cover Letter:

1. Use the same heading as on your resume, copy and paste to create your personal stationary
2. First paragraph states the position you are applying for, source of the job lead and your enthusiasm about the job
3. Second paragraph states why you are qualified for the position. Mirror back qualities they have stated in their ad
4. Third paragraph should state your desire to further discuss the job opportunity
5. Customize the cover letter for each job

**SANDRA P. WINNER**

300 Career Avenue 714 988-9999

Opportunity City, CA 92888 spw123@aol.com

**OBJECTIVE: Payroll Clerk** position utilizing my skills, experience and education.

**SKILLS:**

* MS Word, Excel, Access, Internet
* ADP payroll, Mas 90
* Type 60 wpm, 10-key by Touch
* Bilingual Spanish/English
* Responsible, Highly Organized
* Skilled Communicator and Team Player

**EDUCATION:**

**Computerized Accounting/Bookkeeping Certificate**

Santa Ana College, Santa Ana, CA                                                            June 2012

Related Coursework: Accounting Procedures, Accounting for Payroll, MS Word Basics, Machine Calculation, Telephone Techniques, Management Accounting, Accounting Applications on Microcomputer

**EXPERIENCE:**

**Accounting Assistant** August 2014-present

**Customer Service Representative**

Nikken, Inc. Irvine, CA

* Create Daily report of approximately $30 million in sales for the CFO; compile daily sales reports from Asia, Mexico, UK, and United States
* Responsible for posting sales, checks and credit card fees for U.S. and Canada
* Initiate stop-payments on unpaid checks for worldwide distributors and vendors
* Provide direct customer service; answer appropriately 150 daily calls and process over 100 faxed orders and applications

**Service Assistant** Oct 2013-Aug 2014

TempChoice Personnel Services, Tustin, CA

* Calculated weekly payroll for 100-150 temporary worker employees; complied hours and wage rates to input for payroll.
* Interviewed, tested and placed temporary and permanent employees
* Provided direct customer service in both Spanish and English

**Supervisor**

Kentucky Fried Chicken, Santa Ana, CA                                                                      Aug 2010-Oct 2013

* Managed approximately 15 shift employees; interviewed, hired, scheduled, evaluated, trained and monitored work
* Responsible for payroll and inventory control for busy fast food restaurant; performed opening and closing
* Priced, stocked, inventoried and ordered supplies and merchandise

**OTHER:**

**Academic Scholarship,** Santa Ana College                                                                       2002-2004

**Vice-President, Campus Club,** Santa Ana College                                                                  2003-2004

**Graduate with Honors,** Santa Ana High School                                                                        June 2002

**Most Valuable Player; Softball,** Santa Ana High School                                                            June 2002

**LUCY A. WINNER**

300 Career Avenue, Opportunity City, CA 92888

715 988-0000

Winner\_lucy@gmail.com

**OBJECTIVE: Receptionist** position utilizing my skills, experience and education.

**SKILLS:**

* MS word, Excel, PowerPoint, Internet/email
* Type 400 wpm, 10-key by Touch, Office Machines, Filling, Phones
* Bilingual Spanish/English
* Responsible, Professional, Enthusiastic, Team Player

**EDUCATION:**

**Business Applications Certificate** May 2013

Santa Ana College, Santa Ana, CA

Related Courses: Business Writing, Proofreading/Editing, Internet for the office professional, Graphics and Scanning, Office Procedures

**Word processing Certificate** June 2010

Regional Occupations program, Anaheim, CA

**EXPERIENCE:**

**Clerical Assistant, Admissions Department** Sep 2010-Present

Santa Ana College, Santa Ana, CA

* Provide excellent customer service; greet students and direct them to appropriate departments and college services.
* Responsible for general clerical support in busy office; data entry, filing, receptionist, copying, collating and answering phones.
* Collect data and prepare reports to summarize department contacts.
* Answering multiple line phones with heavy use in professional and courteous manner.

**Clerical Assistant** 2009-2010

ABC Corporation, Santa Ana, CA

* Organized and filed paperwork in efficient productive manner.
* Provided general office support; typing, faxing, mail, data entry and filing.
* Promoted from File Clerk to Clerical Assistant in short period of time; recognized for efficiency and hard work.

**PERSONAL ATTRIBUTES**

|  |  |  |
| --- | --- | --- |
| Dependable  Hard Working  Friendly  Highly Organized  Professional  Problem Solver  Self-Starter  Work Well With People  Detail Oriented | Responsible  Communicator  Tenacious  Flexible  Fast learner  Calm Under Pressure  Give 100%  Cooperative  Board Administrative Skills | Reliable  Energetic  Efficient  Enthusiastic  Motivator  Innovative  Top Producer  Board Based  Persuasive |

**ACTION VERBS**

Accomplished Evaluated Negotiated

Achieved Expanded Organized

Analyzed Facilitated Oriented

Arranged Guided Planned

Built Implemented processed

Controlled Improved Produced

Created Increased Proved

Demonstrated Initiated Raised profit

Designed Inspired Reduced Cost

Developed Interpreted Researched

Directed Invented Sold

Effected Led Supervised

Encouraged Managed Supported

Established Motivated Wrote

**ACTION VERBS AND ADJECTIVES**

Accurately

Beneficially

Broadly

Completely

Consistently

Contributed

Decisively

Dependably

Diligently

Diplomatically

Diversified

Effectively

Excitingly

Impressively

Industriously

Meaningfully

Perceptively

Professionally

Profitably

Rigorously

Significantly

Strategically

**SANDRA P. WINNER**

300 Career Avenue 714 988-9999

Opportunity City, CA 92888 spw123@aol.com

September 6, 2019

Ms. Jane Doe

Director of Human Resources

XYZ International

111 Main Street

Your Town, CA 91234

FAX 714 987-6543

Dear Ms. Doe,

The position of **Management Trainee** as posted on the September 3, 2015 on Indeed.com is of great interest to me. I feel qualified for this position and am very enthusiastic about the opportunity to work at XYZ International. My resume is enclosed for your review.

Through my degree in Business Administration, I have developed excellent written and verbal communication skills, the ability to analyze and solve problems, and the ability to work as a team member. My position as Assistant Manager at ABC Company has given me valuable experience supervising staff. Additionally, I am bilingual in Spanish and English. These skills appear to match the requirements of your position and I am confident that I can be a contributing member of XYZ International.

I would appreciate the opportunity to discuss my background with you and learn more about the position. Please contact me at 714 888-8888 to arrange our meeting. Thank you for your consideration.

Sincerely,

Sandra P. Winner

**SANDRA P. WINNER**

300 Career Avenue 714 988-8888

Opportunity City, CA 92888 spw123@aol.com

**REFRENCES**

Steven M. Smith

Human Resource Manager

Greatest Company Around

7000 Easy Street

Anytown, CA

(714) 888-9999

Lincoln J. Fitzgerald

President, Operations

ABC Company

5555 Anywhere Avenue

Newport Beach, CA 9999

(714) 888-9999

John Q. Public

Great Guy

5555 Penthouse Road

Easyville, CA 3333

(949) 111-3333

Susan Seeall

Vice President, Marketing

ABC Company

XYZ, Incorporated

1234 Main Street

Santa Ana, CA 92706

(714) 666-7777

**WRITING YOUR RESUME**

OBJECTIVE: **Job Title** utilizing my skills, experience and education.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SKILLS: List tour skills

* Language\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Computer\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Office \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Personal\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Any other specialized skills \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

EDUCATION: Here are some examples:

**Associate of Arts in Communications** In Progress

Santa Ana College, Santa Ana, CA

**Name of Degree or Certificate** Date of completion

School name, City, State

Related Courses:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

EXPERIENCE:

**Job Title**

Employer, City, State Date-Date

* Use action verbs to describe duties\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Must have at least two bullets\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Quantify wherever possible \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

COMMUNITY SERVICE: this will be done exactly like the EXPERIENCE section

OTHER:

**Award Name**, name of organization, City, CA Date

**EXPERIENCE SAMPLES**

**Sales Associate**

Macy’s Department Store, Costa Mesa, CA

* Presented and explained merchandise in enthusiastic and information manner in upscale Men’s department.
* Handled customers’ complaints and solve problems.
* Priced, Stocked, Inventoried, and ordered merchandise in department exceeding $10,000 in daily sales.
* Spontaneously and informally trained 5-10 retail sales associates to ensure knowledgeable and productive staff.
* Promoted from Sales Assistant to Sales Associate in Recognition of hard work and performance.

**Cashier**

Target Store, Santa Ana, CA

* Performing opening and closing procedures on computerized registers.
* Recorded monetary transaction; collected cash, checks and credit card charges.
* Relieved co-workers of their duties in multiple departments, worked efficiently throughout the store.
* Worked well under pressure in extremely busy work environment; maintained courteous and efficient attitude.

**Crewperson**

McDonald’s, Tustin, CA

* Served customers quickly and courteously in fast paced environment.
* Stocked supplies and inventoried daily ensure supplies needs were met.
* Supported and augmented the training of new employees.
* Coordinated special events under stress of limited time.

**Receptionist**

Blue Pharmaceutical, Santa Ana, CA

* Greeted customers efficiently and courteously and directed them to appropriate personnel.
* Answered multiple phones with heavy use in professional and courteous manner.
* Provide excellent customer service; answered general questions about company.
* Responsible for general office duties including typing, mailing, computer data entry and use of all office machines.

**Clerical Assistant, File Clerk**

County of Orange, Santa Ana, CA

* Provided general clerical support in busy office; data entry, filling, receptionist, copying, collating, and answering phones.
* Organized and filed paperwork in efficient and highly productive manner.
* Promoted from File Clerk to Clerical Assistant in a short period of time; recognized for efficiency and hard work exceeding expectation.