

Welcome to our Resume Workshop

The first introduction to your employer is your resume. That will get you into the interview and will serve as a guide to help you get that job. Even if you do not have a lot of experience you can give the employer a summary of what your skills are, and what kinds of experience you have. A resume can get you into the door but your winning interview will get you the job. Remember everyone has skills and everyone can obtain experience. At the end of this workshop you will be better prepared to write your winning resume that will answer the big question "Why should I hire you?" Your resume will then prepare you for your next big step, your interview.

The Purpose of Your Résumé

1. It is your sales and marketing tool.
2. It is the answer to why an employer should hire you. It is the script to prepare your infomercial.
3. It is your initial introduction to process people and decision makers, inside or outside your company, when applying for a job or promotion.
4. It is support documentation to pass on to your existing network of contacts: people you know, and the people they know.
5. It forces you to inventory your skills, background, education, and accomplishments in a concise manner.
6. It helps to write your quality cover letters.
7. It prepares you for your interview.
8. It validates who you are and what you have to offer.
9. It serves as an attachment to your job application or contract proposal.
10. It can assist your references in speaking on your behalf.
11. It is a reference tool to match job leads with your experience.
12. It is a tool that can build your confidence.
13. It helps you make a favorable impression.
14. It is a tool that can help you prepare your infomercials, personal introductions, and networking small talk and your LinkedIn profile.
15. It is a required tool for many online job boards.



**It's Your Story,
Your Track Record,
Your Working Life.**

Facts about Resumes That You Need To Know

There are two types of resumes. A chronological format, which does list all your experience from most to least recent. This type of resume should be used if you have a lot of work experience.

Functional Resume - This type of resume focuses on your skills and experience rather than on your chronological work history. It is used by job seekers who are changing careers or have gaps in their employment history. A functional summary on your resume highlights your skills and achievements allowing you to describe your qualifications rather than your work history.

You should use a functional resume if

- 1. Have gaps in your work history**
- 2. Are reentering the workforce**
- 3. Have frequently changed jobs**
- 4. Are looking to go into new careers.**
- 5. Don't fit the type that employers are looking for in the positions they want.**

Functional resumes work well in these 5 situations because many people have acquired skills while working that are very transferable (easy to change).

Remember resumes open and close doors, their main purpose is to make an employer interested enough to invite you in for an interview. Then it is up to you to get through the interview with a great attitude! A resume just gets you in; you have to do the marketing and selling to get that job.

These are some soft skills that you can use in your resume to describe the kind of person you would be at a job. These are descriptive words.

Active

Hardworking

Ambitious

Assertive

Articulate

Calm

Capable

Careful

Confident

Cooperative

Dependable

Determined

Energetic

Enthusiastic

Flexible

Friendly

Good attitude

Honest

Helpful

Organized

Patient
Punctual
Resourceful
Self-confident
Sincere
Team player
Understanding
Vibrant
Reliable
Goal Oriented
Independent
Serious
Multi task
Clever
Humble

**You can also use these soft skills to describe yourself at an interview.
Remember you want the employer to know how serious you are about working
and doing a great job. These are great skills to describe your personality to the
employer.**

RESUME TIPS THAT YOU WILL NEED:

A resume is a document used by a person to present their backgrounds and skills. Resumes can be used for a variety of reasons, but most often they are used to secure new employment.

How would you write a good resume summary statement?

- 1. You need to know what a resume statement is.**
- 2. Be aware that it is not an objective .**
- 3. Get the length right.**
- 4. Have a strong opening.**
- 5. List your notable awards and recognitions.**

5 Resume stats all job seekers should know

1. A good 40% of hiring managers spends less than a minute reviewing a resume.

2. A good 75% of human resources managers have caught a lie on a resume.

An unprofessional email address is a major problem for 35 %of employers.

An estimated 77% of hiring managers immediately disqualify resumes because of grammatical errors.

How many resumes do you have?

You will only need 2 resumes if you have 2 career goals. If you are searching for a job in sales, one resume may be enough. If you are searching for a job in investing, you will need at least 2. Similarly, you would likely need 2 resumes if you were applying for a job in advertising sales versus a job in retail sales.

Do I include all jobs on my resume?

You don't necessarily need to list every job you have had on your resume. In fact, if you have been in the workforce several years, list only your most recent employers or just the positions relevant to the job you are applying for.

Best Skills for Resume

Communication Skills

Listening

Clarity and concision

Verbal and non verbal communication

Organization Skills for Resume

Decision –making

Time Management

Delegation

Planning

Life Skills for Resume

Adaptability

Problem solving

Resilience

Handling criticism

Leadership Skills for Resume

Feedback, Responsibility, Flexibility, Commitment

Computer Skills for Resume

**Data Analysis, programming, word processing,
System Administration QuickBooks, Web and Social
skills, Microsoft office, Adobe Suite**

Social Skills for Resume

Team work, empathy, patience, trustworthiness

What about references?

You should never list references directly on your resume. You should also not say references upon request. The employer knows that if they need references, you will supply them. You should always have a list ready to go when the employer asks.

All resumes should include detailed information about your educational and employment background. Some people include their hobbies on a resume if they relate to a job the person is applying for. Education is an important attribute to include on a resume.

What are Hard Skills?

Hard skills are the teachable skills, the ones you can learn in a classroom or through training classes. These are the skills you will need to perform a particular job. These skills are not transferable to

other industries/ jobs. Hard skills are usually measurable and quantifiable.

Top Hard Skills

Accounting

Computer Programming

Languages

Drivers License

Bookkeeping

Data analysis

Mathematics

Project Management

Teaching

Engineering

General skills to put on your resume

Teamwork, Problem solving, Initiative, leadership,

Attention to detail, Continuous Learning,

Adaptability, Self motivation, Self management,

Presentation skills, Computer skills organization

Creative, Writing, Critical thinking, Research

Remember the skills section will need to be included all the time at the top of your resume.

**A good resume will get you into the employer's door.
The interview will get you the job.**

A resume summary statement (or a career summary) is a heading section of your resume that highlights your skills, years of work experience, best achievements, and certifications. It summarizes your expertise described in the resume. A professional summary is usually 2-3 sentences long and should be tailored to the position on offer.

The average job gets 250 resumes. Hiring managers skim them, a glance here, a glance there, and in the trash you go.

A resume summary statement will change that.

WHAT IS A RESUME SUMMARY?

A resume summary is a short, snappy introduction paragraph that provides an overview of your best work. Do you get it?

A Resume Statement should

1. Match the employer's needs.
2. List achievements and skills
3. Include measurable achievements

It works as a resume profile and answers the classic interview question: Tell me about you.

RIGHT

Passionate Project Manager PMP with 10+ years of experience, seeking to increase profitability for Children's Hospital at Seaton Hospital. Slashed hospital costs by 32% in 6 months by implementing Lean training across all departments.

What's so great about it?

It fits the job ad and has numbers that quantify the accomplishments.

The next of our resume summary examples lacks vital details.

WRONG

Passionate, highly skilled, experienced healthcare Project Management Professional with over 10 years experience managing multiple projects simultaneously in a high volume hospital. Responsible for all PMP duties and skilled in Vendor Management.

It's wrong because :

That could be anyone, including Steve Unreel. The last of those resume summary samples doesn't match the job, show achievements, or use metrics.

Pro Tip: Want to use bullet points in your professional summary statement?

That's called a "Qualifications Summary of Qualifications". Some experts swear by them.

How long should a resume summary statement be? About 50 words or 3 sentences. Short and sweet to pierce the hiring managers thick hide.

Where does a professional summary for a resume go? Put the about me blurb at the top of your resume, below your contact info, near the resume header. That way the manager can't miss it as she skims.

Financial Analyst Resume Summary :

Chartered Financial Analyst with 5plus years experience , seeking to leverage proven cost, revenue, and budget maximization skills for Capital One. Saved HUDA INC \$2.7 million by identifying low margin projects. Improved pricing scheme at MRI international. Grew customer retention 32%.

Summary for resume of office manager :

Energetic office manager with 5 plus years of experience , seeking to leverage proven management and training skills to grow efficiency at Prescott Global. Oversaw eight office assistants in a high volume tech business, Grew new contracts by 22% per year. Cut leads times 53%. Cut costs 22%.

Office Assistant Resume summary :

Engaged office assistant with 6 years experience, seeking to facilitate office excellence at Capital Inc. Have fulfilled shipping, CRM data entry, and other office assistant duties at various firms. Improved customer complaint resolution by 53% and decreased scheduling mistakes by 32% at Castle Rock Mineral Company,

Warehouse Resume Summary :

Warehouse associate with 7 years experience seeking to deliver top products for Target. As an Amazon warehouse associate,

maintained picking/pacing speeds in top 95%. Performed to 100% of packing specs. Kept records 99% error free. Five time Wal-Mart picker of the month.

Summary for resume of Dental Assistant :

Compassionate dental assistant with 5 years experience helping dentists prep, perform, and document procedures. Consistently received customer satisfaction scores in excess of 95% positive. Proven track record for decreasing setup times for procedures. Highly skilled digital x rays, 4 handed dentistry, and billing.

Engineering resume professional summary :

Energetic mechanical engineer with 10 years of experience. Seeking to use proven process and production design skills to advance manufacturing excellence at Boeing. Increased production efficiency by 35% at Raytheon Inc. Decreased costs 28% and cut lead times by 22%. Lowered defects 32% department wide. Spearheaded the team that received the Shingo Prize in 2017.

Summary for resume of marketing professional :

Experienced growth marketer with a background in sales and 7 years experience growing conversion rates for a Boston mobile carrier. Seeking to leverage leadership excellence to raise KPIs for Symantec. At Timex raised revenue by 30% and slashed production costs by 15% by strategic supplier sourcing.

Summary for resume of retail worker:

Enthusiastic retail clerk with 3+ year's experience. Seeking to boost REI KPIs through proven skills in sales and customer loyalty. Maintained 93% positive customer reviews and 21% above average repeat customer scores. Run own You Tube product knowledge channel with 1,500 views a month.

Nanny resume professional example:

Compassionate nonsmoker nanny with 3+ year's experience. Seeking to enhance daily care for Jimenez family. Served as live-in nanny for over 2 years. Ensured physical activity 355 days/yr. Enhanced math scores by 35% through tutoring. Transported children daily with 100% clean driving record. Certified Child Development Associate (CDA).

TRANSFERABLE SKILLS

Transferable skills are "general" skills that can be useful in a variety of jobs and can be transferred from one job or even one career to another.

	Performed successfully in highly visible positions of increasing responsibility
	Outstanding telephone communications; patient, personable and receptive
	Accurately interpret customer's problems and offer the best solution
	Sincerely enjoy serving the public, excellent listening skills
	Proficient at organizing & prioritizing tasks
	Good verbal/written communication skills
	Industry reputation for professionalism and competence
	Confident in making on-the-spot decisions
	Versed in preparation and analysis of financial statements
	Strong interpersonal and communication skills
	Remain calm and work well under demanding conditions
	Diplomatic and effective in customer relations
	Reputation for excellence and high quality service to clients
	Enjoy a dynamic and challenging work environment
	Well organized with good time management skills
	Able to defuse difficult situations
	Fast learner with a wide range of practical skills/computer skills/basic office systems
	Skilled in handling sensitive issues with diplomacy and objectivity
	Positive, professional attitude; committed to service excellence
	Dependable and hardworking, gets along well with colleagues
	Excellent at follow-up and accurate detail work
	Experienced team worker; able to work cooperatively or independently
	Skilled in assessing needs
	Poised and self-confident in dealing with a wide variety of people
	Take pride in doing a good job and achieving results/able to set and achieve goals
	High energy, peak performing professional
	Goes the extra mile and adheres to high business standards
	Great with numbers, research projects, data compilation, pricing statistics
	Interface well with superiors, peers and subordinates
	Reputation for attaining organizational profit and growth objectives
	Effective supervisory skills
	Bi-lingual--English/Spanish or other
	Creative business writer
	Eager to learn and apply new information and skills
	Resourceful with ideas and concept development
	Strong skills in training and development
	Track record of making a company money, saving them money or saving them time
	Good salesmanship

BUSINESS SKILLS

Business skills are "specific" skills needed to perform a job task.

Communicating		Developing People	
	Relating to customers		Coaching
	Managing conflict		Counseling
	Corresponding		Teaching
	Editing		Developing
	Interviewing		Helping others
	Listening		Motivating
	Mediating		Team building
	Negotiating		Training
	Presenting ideas		Assessing performance
	Public speaking		
	Writing		
	Drawing		
	Facilitating		
Coordinating		Managing Data	
	Scheduling		Assessing quality
	Following up		Computing
	Reporting		Judging quality
	Recording		Measuring
	Cataloging		Setting standards
	Correcting		Taking inventory
			Managing information
			Gathering data
			Researching and analyzing economics
Managing/Directing		Financial Management	
	Advising		Analyzing budgets
	Approving		Analyzing finances
	Decision making		Auditing
	Delegating		Budgeting
	Developing procedures and systems		Cost accounting
	Directing		Managing finances
	Formulating		Financial planning
	Implementing		Fundraising
	Instructing		
	Interpreting policy		
	Managing details		
	Managing people		
	Managing tasks		
	Problem solving		
	Project managing		
	Revitalizing		
	Serving as change agent		
		Serving	
			Serving customers
			Responding promptly
			Relating
			Handling complaints

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	Directing		Managing finances
	Formulating		Financial planning
	Implementing		Fundraising
	Instructing		
		Serving	
	Interpreting policy		Serving customers
	Managing details		Responding promptly
	Managing people		Relating
	Managing tasks		Handling complaints
	Problem solving		
	Project managing		
	Revitalizing		
	Serving as change agent		

Planning		Technical Skills
Analyzing		Computer literate
Conceptualizing		Engineering
Designing		Designing
Developing strategy		Programming
Organizational development		Tooling
Policy development		Inventing
Researching		Manufacturing
Reviewing		Designing systems
Strategizing		Developing products
Surveying		
Selling/Marketing		Organizing
Selling		Administering
Marketing		Categorizing
Writing proposals		Developing work plans
Pricing		Setting priorities
Analyzing markets		Assigning
Advertising		Projecting
Promoting		
Managing sales		Specialized Skills
Relating to clients		
Creating		

TECHNICAL SKILLS - SOFTWARE

Desktop Applications	
	Word
	Excel
	PowerPoint
	Outlook
	Internet Explorer
	Access
	Windows Operating Systems
	MS Project

ACTION WORDS

Look over these words and find ones that best describe your knowledge and skills. Use them in your career summary statement, job descriptions and accomplishment statements.

Management Skills	Communication Skills	Communication (continued)	Research (continued)	Technical (continued)	Teaching Skills
Appointed	Addressed	Published	Inspected	Equipped	Adapted
Administered	Arbitrated	Persuaded	Interpreted	Engineered	Applied
Analyzed	Arranged	Promoted	Interviewed	Fabricated	Advised
Assigned	Authored	Reasoned	Investigated	Innovated	Assisted
Attained	Advised	Re-negotiated	Identified	Installed	Clarified
Contributed	Convinced	Rewrote	Obtained	Integrated	Coached
Chaired	Corresponded	Reconciled	Observed	Invented	Communicated
Consolidated	Composed	Recruited	Organized	Maintained	Coordinated
Contracted	Communicated	Screened	Recorded	Managed	Consulted
Coordinated	Conducted	Staffed	Researched	Mapped	Developed
Conceptualized	Created	Spoke	Reviewed	Modified	Defined
Conducted	Collaborated	Translated	Solved	Monitored	Enabled
Counseled	Developed	Tripled	Studied	Operated	Encouraged
Delegated	Directed	Trained	Summarized	Originated	Evaluated
Directed	Drafted	Wrote	Surveyed	Overhauled	Explained
Eliminated	Demonstrated	Won	Systematized	Programmed	Educated
Executed	Delivered	Widened	Uncovered	Packaged	Encouraged
Headed	Designed		Unraveled	Photographed	Facilitated
Improved	Debated	Research Skills	Validated	Prepared	Guided
Increased	Exhibited		Verified	Remodeled	Informed
Innovated	Explained	Audited	Technical Skills	Repaired	Instructed
Incorporated	Edited	Clarified		Redesigned	Illustrated
Implemented	Enlisted	Collected	Assembled	Reduced	Persuaded
Launched	Facilitated	Conducted	Assessed	Reproduced	Presented
Managed	Formulated	Critiqued	Accelerated	Restructured	Set goals
Mobilized	Interpreted	Classified	Built	Set up	Simplified
Organized	Illustrated	Collaborated	Changed	Solved	Trained
Oversaw	Inspired	Collected	Coded	Separated	
Planned	Interviewed	Compared	Collated	Shaped	Financial Skills
Prioritized	Involved	Compiled	Computed	Synthesized	
Produced	Instructed	Completed	Converted	Tailored	Administered
Recommended	Influenced	Computed	Calculated	Upgraded	Allocated
Reorganized	Lobbied	Diagnosed	Devised	Utilized	Analyzed
Reviewed	Marketed	Determined	Developed	Validated	Appraised
Scheduled	Mediated	Discovered	Displayed		Audited
Streamlined	Moderated	Evaluated	Diagnosed		Authorized
Strengthened	Negotiated	Examined	Detailed		Balanced
Supervised	Provided	Extracted	Decreased		Budgeted
Unified	Publicized	Exhibited	Designed		Calculated
Widened	Proposed	Gathered			Computed

Résumé Writing Tips for the Mature Worker

It may have been years since you needed to write or update your résumé. Résumé etiquette has changed and it is important to evolve along with it.

Here are additional tips for updating your résumé to remain relevant in the eyes of the hiring manager and possibly eliminate potential bias from the process:

- Eliminate the fax number and always include your email address and cell phone number.
- Include links to social media profiles. Be current by creating a LinkedIn profile. Go one step further and include your Twitter handle, or Skype and instant message names.
- Don't make your years of experience the focal point of your top summary. If you have had a 25-year career but the last 10 years have been in a specific industry or function, focus on that rather than the total number of years.
- Dedicate more space to explaining your recent experience and accomplishments. Use most of the space in your résumé highlighting these areas.
- Don't hide dates. When you eliminate the dates you are actually calling more attention to the very thing you are trying to hide. You can leave dates off in regard to high school or college graduation if it goes back more than 20 years.
- List current job related and technical skills. Keeping up with the times, is essential for the older worker.
- Show your volunteer good-will efforts, as well as your active membership(s) in business and industry organizations. Keep current with the community both on a personal and professional basis.
- Sell your accomplishments, your track record of success. Companies need experienced workers; you are that person!

Resume Mistakes to Avoid

- 1. Typos and grammatical errors-** Your resume needs to be grammatically perfect. If it is not, employers will read between the lines and draw conclusions. These will not be flattering.
- 2. Lack of Specifics-** Employers need to understand what you have done and accomplished. For example-

Worked with employees in a restaurant setting.

Recruited, hired, and trained more than 20 employees in a restaurant with \$2million in annual sales.

- 3. Attempting the one size fits all approach-** Whenever you try to develop a one size fits all resume to send to all employers you must always end up with something employers will toss in the recycle bin. Employers want you to write a resume specifically for them. They expect you to clearly show how and why you fit the position in a specific organization.
- 4. Highlighting duties instead of accomplishments-** Employers don't care so much about what you have done as what you have accomplished. They are looking for statements such as: Used laptop computer to record weekly minutes and compiled them in Microsoft Word based file for future reference.
- 5. Going on to long or cutting things to short –** Keep resumes short. Limit yourself to a maximum of 2 pages. Don't use 2 pages if you could use one page.
- 6. A bad objective-** Employers do read your resume objectives but too often they plow through vague

statements like seeking a challenging position that offers professional growth. Give employers something specific and more important. Something that focuses on their needs as well as your own. Example- A challenging entry level marketing position that allows me to contribute my skills and experience in fund raising for non profits.

- 7. Leaving off important information – You may be tempted to eliminate jobs you have taken to earn extra money for school. Typically the soft skills you have gained from these experiences are more important to employers than you think.**
- 8. Visually too busy- If your resume is wall to wall text featuring five different fonts, it will most likely give the employer a headache. Show your resume to several people before sending it. Ask them if they find it visually attractive. If the resume is hard on the eyes, change it.**
- 9. Incorrect contact information- Make sure that all of your contacts are correct. Your cell phone number is correct, as well as your email address. If you are giving references make sure all their names are spelled correctly, and numbers are correct. Incorrect information can cost you an interview**

Make sure your resume shines for the employers. Remember that is the key to get you into the interview. An employer who likes what they read will want to meet you. So avoid making resume mistakes. Check and double check everything. A resume opens the door to your next job.

Apply to receptionist jobs
(<http://www.monster.com/jobs/q-receptionist-jobs.aspx>)

Receptionist Resume Sample

AVERY JONES

Sometown, IA 57000

(555) 555-5555 | someone@somedomain.com | LinkedIn URL

Diligent, Reliable and Friendly Receptionist

Customer Service Expert | MS Office "Power User" | Professional At All Times | Positive Attitude

OFFICE AND COMPUTER SKILLS

Office Skills:

Telephone & Front Desk Reception, Customer Service, Filing, Database & Records Management, Executive & Administrative Support, Reports & Spreadsheets, Complaint Handling, Data Entry (75 WPM)

Computer Skills:

Word, Excel, PowerPoint, Access, Visio, Outlook, Windows Vista/XP, Social Media Management (Facebook, Twitter, Instagram, Pinterest, LinkedIn)

PROFESSIONAL EXPERIENCE

XYZ CORPORATION, Sometown, IA

Receptionist, 3/15 to Present

Excel at handling a variety of customer service and administrative tasks and resolve customer issues with expediency.

- Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment. Calmed upset/angry customers, researched and rapidly solved problems and rebuilt client trust to prevent the loss of key accounts.
- Led "cleanup" of company database and files. Restored organization to personnel, financial and operational records and accelerated data input, processing and retrieval times.

- Consistently praised by management for the quality and timeliness of reports, attention to detail, exemplary customer service delivery and team-player attitude.

2007-2008

ABC college, Sometown, IA

Receptionist, 3/07 to 2/15

Served as first point of contact for students, faculty and staff calling or visiting the main office.

- Operated campus switchboard and provided prompt, courteous and knowledgeable assistance.
- Transformed previously manual processes relating to vendor/supplier records into an efficient, computerized system.
- Exposed overcharges and double billing to recover \$5,000 in erroneous payments and prevent their recurrence.

EDUCATION

Sometown, IA

SOMETOWN COMMUNITY COLLEGE

AS in Business

- *"Avery is a first-rate administrative support professional...excels in organizing our busy office... ensures all of our customers' needs are taken care of...truly an exceptional employee..."* -- Excerpts from 2010 Performance Review

Get an answer

There's a particular type of irritation that comes with making a bunch of calls and not getting any responses—the same goes for sending out resumes. Want to increase the odds that your resume is picked up? Get a free resume evaluation today from the experts at Monster's Resume Writing Service (<https://www.monster.com/resumes/post-resume2>). You'll get detailed feedback in two business days, including a review of your resume's appearance and content, and a prediction of a recruiter's first impression. We won't leave you hanging on.

Richard Holmes

Retail Sales Manager

AREAS OF EXPERTISE

Increases Sales & Margins

Developing Initiatives

Identifying Market Trends

Selling to Customers

Staff Management

Meeting sales goals

Online Marketing

Product Pricing

Latest Fashions

Retail Buyer

Creating Brand Awareness

Lead Conversion

Staff Development

PROFESSIONAL

Advanced First Aid

*Marketing Director of a
Environmental Charity
(voluntary position)*

*Fluent in English, French,
German*

PERSONAL DETAILS

*Richard Holmes
Dayjob Ltd
The Big Peg
Birmingham*

PERSONAL SUMMARY

A very experienced and effective Retail Sales Manager who has a long track record of increasing profitability and consistently raising the effectiveness of sales representatives. Richard has above average interpersonal and sales skills, and possesses a great deal of enthusiasm, energy, and the ability to work in the field with executives. As a hands on leader he always inserts a great deal of personal attention and involvement into the execution of company merchandising, operational programs and direction. He is now looking for a suitable managerial position with a firm that is looking for applicants who have the desire to make a real and measurable difference.

SALES ACHIEVEMENTS & CAREER HISTORY

Retail Store – Birmingham, UK

RETAIL SALES MANAGER

Jan 2012 – Present

Sales Target: \$1 M - Sales Achieved: \$1.2 M

Responsible for day-to-day commercial operations in the Shop and its online activities. Also in charge of ensuring legal compliance in all activities, and for increasing turnover and profitability.

Duties:

- Monitoring the performance of the sales staff & addressing any shortcomings.
- Coming up with solutions to tackle the activity of competitors.
- Managing stock levels and making key decisions about stock control.
- Liaising with suppliers on a day-to-day basis to ensure stock is delivered on time and to schedule.
- Ensuring that all staff treat customers in a friendly and polite manner and do everything in their power to exceed a customer's expectations.
- Collecting customer feedback in a courteous, efficient and timely manner.

Furniture Store – West Bromwich, UK

RETAIL SALES MANAGER

Jan 2011 – Dec 2011

Sales Target: \$2 M - Sales Achieved: \$2.5 M

Clothes Shop – Coventry, UK

STORE MANAGER

Mar 2010 – Jan 2011

Sales Target: \$1.6 M - Sales Achieved: \$2.2 M

KEY COMPETENCIES AND SKILLS

Retail Sales

- Establishing action plans to drive the performance of sales.
- Developing productive relationships with work colleagues.
- Always monitoring new developments in the retail sector.
- Developing, initiating and maintaining complex filing systems.
- Analysing sales figures and forecasting future sales volumes to maximise profits.

ACADEMIC QUALIFICATIONS

Central Coventry University, West Midlands

2002 - 2005

BA (Hons) – Sales & Marketing

RETAIL MANAGER RESUME

from Resume Genius

contact

(281) 784-7895



srobinson@icloud.com



45 Thatcher Court, Houston,
TX, 77047



LinkedIn.com/in/SRobinson



professional profile

- Retail manager with 6 years of experience in the clothing and accessories industry.
- Led a team of 15 sales associates to drive sales and strengthen brand loyalty.
- Exceeded annual sales forecast by \$200,000 in first year as store manager.
- Named "#1 Store in the District" for our yearly sales growth.

professional experience

RETAIL MANAGER

Pacific Sunwear / Houston, TX / 2016 - Present

- Exceeded annual sales forecast by \$200,000 in first year as store manager
- Analyzed sales data, including profit and loss statements, to compose a store budget that cut costs by 22%
- Developed a product processing system that expedited merchandising by an average of 3 days
- Planned and implemented all seasonal floor sets to ensure they met company standards and deadlines

ASSISTANT MANAGER

Forever 21 / Houston, TX / 2012 - 2016

- Supported the store manager to increase month-to-month sales revenue by 15%
- Recruited, hired, and trained 20+ associates, developing them into productive team members with excellent product knowledge
- Protected store assets and merchandise by adhering to company standards of operation
- Coordinated employee schedules and training programs

education

BS ACCOUNTING

*Johnson Community College,
Houston, TX / 2014*

AA BUSINESS ADMINISTRATION

*Johnson Community College,
Houston, TX / 2012*

key skills

Financial/Expense Management

Hiring/Training/Development

In-Store Logistics

English/Spanish

Problem Solving

Team Leadership

certifications

RETAIL MANAGEMENT

*Johnson Community College,
Houston, TX / 2012*

DRIVER'S LICENSE

Expires 2020

RETAIL MANAGER RESUME (COMBINATION)

242 Santa Monica Blvd, Los Angeles, CA 90210 | (213) 222-2222 | sally.jones@gmail.com

SUMMARY OF QUALIFICATIONS

- Retail manager with 6+ years of management experience, used diplomacy to decrease the employee turnover rate by 33% during my time at Abercrombie & Fitch
- Helped A&F exceed sales forecast by \$150K two consecutive years
- Led teams of up to 15 salespeople while motivating them to increase sales and promote brand recognition and loyalty
- Organized weekly team meetings and monthly social events to strengthen team bonds
- Implemented a new sales processing technique that is now used & taught by corporate
- Won top area store based on annual sales growth

SKILLS

- Leadership and management training and background
- Strong expense and account management
- Excellent memory and attention to detail -- mastery of in-store logistics, systems, and inventory
- Native English, proficient spoken Spanish

RELEVANT WORK EXPERIENCE

ABERCROMBIE AND FITCH

RETAIL MANAGER | HOUSTON, TX | JAN 2012 – PRESENT

- Exceeded sales forecast by \$150K in 2014 and 2015
- Composed branch budget with goal of cutting costs – met goal of cutting costs by 22% through analysis of sales and customer satisfaction data
- Pioneered sales processing that increased sales by 5-10% and came to be used and taught by corporate office
- Launched seasonal sales campaigns and organized store for them, leading team to re-stock and decorate in under 24 hours

H&M

ASSISTANT MANAGER | FARMINGTON HOUSTON, TX | AUG 2010 – OCT 2012

- Supported the store manager in increasing our month-to-month sales revenue by 15%
- Assisted in increasing quarterly sales revenue by 10% each quarter for 2+ years
- Hired and trained 20+ sales associates and motivated them to become high selling and hardworking team members with strong knowledge of inventory
- Adhered to company standard operating procedures (SOP) ensuring store merchandise and cash were safe and handled professionally
- Helped to coordinate sales associate weekly schedules and new employee training systems
- Provided strong service to customers, increasing customer loyalty and ensuring high rate of repeat customers

EDUCATION

SANTA MONICA CITY COLLEGE, SANTA MONICA, CA
ASSOCIATES DEGREE IN BUSINESS ADMINISTRATION, MAY 2013

- American Records Certificate, 2005 – 2015
- General Methodology Certificate, 2005 – 2015

LENNY LAWSON

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

Summary

Hardworking Store Manager professional versed in all aspects of running a successful retail store, including opening and closing procedures, banking, merchandising, and recruiting. Effectively motivate employees to performance excellence and fosters a team environment focused on group success.

Highlights

- | | |
|-----------------------------|----------------------------|
| • Marketing and advertising | • Vendor negotiations |
| • Inventory management | • Payroll administration |
| • Recruiting and hiring | • Bookkeeping |
| • Employee development | • Operational improvements |
| • Business generation | • Flexible schedule |
-

Experience

Store Manager

04/2008 to Current

Lawson Computers and Electronics

Nimitz, CA

- Built computer and electronics store from ground up.
- Achieved all development milestones and profitability goals.
- Consistently negotiate favorable vendor contracts to keep costs low.
- Handle all payroll and bookkeeping functions.
- Schedule, train, and coach employees to maximize performance in customer service, revenue generation, and daily tasks such as stocking and receipt tracking.
- Increase customer satisfaction and bottom-line revenue by expanding product lines, offering special promotions, and building loyalty club membership.

Store Manager

07/2005 to 03/2008

Kitchen Supply Company

Nimitz, MA

- Implemented innovative promotions to drive store revenue.
- Sourced new products to diversify offerings.
- Worked with local vendors to keep costs low and build community relations.
- Scheduled weekly cooking classes inside store to increase exposure.
- Invited radio, TV, and newspaper staff to cover special cooking events.
- Kept inventory optimized to ensure low costs while maintaining product availability.

Store Manager

12/2001 to 05/2005

Stripes

Nimitz, KY

- Maintained profitable operations in family clothing market.
- Controlled costs by effectively negotiating with vendors.
- Hired, recruited, and trained quality employees.
- Developed incentive programs to reward top performers.
- Organized yearly Christmas party to thank associates.
- Creatively marketed clothing to diverse groups, including college students, moms groups, and local sporting organizations.

JOHN SMITH

22 Street Rd.
City, State 00000

222/222-2222
email@address.com

Senior Marketing Management – Casino / Gaming

PROFILE

High-capacity leadership experience in all aspects of casino gaming operations, retail store management, customer service and professional communications. Highly skilled in start-up operations, auditing, data entry/retrieval, sales support, strategic planning and training initiatives in diverse marketplaces.

- Proficient as a change agent, corporate trainer and corporate resource person in all aspects of the gaming industry, including equipment installation, troubleshooting, customer relations and preparation of accurate documentation for top management.
- Full development and execution of successful employee morale boosters, enterprise solutions and business plans with a confident approach; rapid delivery of significant increases in operating efficiencies and higher market awareness levels.
- Assistance in negotiating and administering contracts with top management, labour representatives, industry vendors and key decision-makers; fully familiar with payroll, financial forecasting, operational costing, policy development and executive reporting.
- Effective hiring, management, deployment and development of qualified staff; motivation of teams to achieve peak performance, execute business tasks, maintain peak quality service and meet aggressive growth objectives.
- Multi-tasking talents in talent management, retail operations, hospitality functions, expense tracking and facilitation of internal audits.
- Fully familiar with cross-cultural practices and business protocols. Fluent in English and Punjabi.

AREAS OF EXPERTISE

Start-Up Operations • Relationship Building • Retail Management • Market Analysis • Team Leadership • Business Forecasting • Cost/Benefit Analysis • P&L/Budgeting • Process Improvements • Target Marketing • Promotions • Staff Mentoring • Multimedia Communications • Policy Development

EMPLOYMENT & ACCOMPLISHMENTS

Z-Eleven, Richmond, BC

2009 – Present

Store Manager

In charge of all aspects of product sales, cash transactions, visual merchandising, vendor relations and extensive customer interaction, inventory tracking and cost controls for this \$1.5 million location. Hire, train, motivate and supervise a team of 10 employees in all product lines and operating procedures.

- Built a reputation for achieving excellent client satisfaction levels and promoting "win-win" situations.
- Created and established employee incentive programs that enhanced engagement and productivity levels.

Chances Kelowna, Kelowna, BC

2008 – 2009

Gaming Manager

Responsible for overseeing and monitoring daily gaming operations for slots and bingo activity with a team of 30 professionals. Efficiently handled long-term business planning, work scope definition, project execution, employee evaluations and overall change management.

- Almost doubled revenue levels after developing and instituting a highly effective customer service program.
- Personally designed and introduced employee incentive strategies to enhance staff engagement and work satisfaction levels.

Jane Doe

1234 Ridge Ave • Denver, CO • 80504 • 123-456-7890 • janedoe@aol.com

TOP-PERFORMING MANAGER WITH A TRACK RECORD OF MAKING AN IMPACT IN FAST-PACED & INTENSE WORK ENVIRONMENTS

Selected Accomplishments:

- ❖ **Leader:** Consistently promoted by senior management to positions of increasing responsibility and revenue management.
- ❖ **Manager:** Improved hiring processes, resulting in quantifiably increased moral & retention rates.
- ❖ **Builder:** Key player in building and launching new store as first store manager. Grew revenue from \$0 to over \$3.5MM in first year alone.
- ❖ **Fixer:** Turned around store with highest shrink rate average in the state to a low of 2

STORE, Colorado

May 2001-Present

Retail Manager

- Manager responsible for overseeing all aspects of a store's operations: marketing, merchandising, inventory, pricing, hiring, training, firing and promoting employees.
- Combine deep industry knowledge, business acumen, and interpersonal skills to keep managed stores profitable.
- Drive performance and efficiency through a combination of cutting costs, efficient hiring, and customer focused sales efforts.
- Aggressively source, recruit, and hire key talent for management and associate positions across store locations in Colorado.
- Coach, train and develop associates and managers on best practices in retail management and customer experience.
- Responsible for meeting and exceeding company sales, credit, conversion and quality goals.
- Consistently promoted from managing stores with \$1MM annual revenue to \$10MM annual revenue.
- District leader in credit performance, store management, and hiring success.
- Winner of several awards for being the top manager in the region.

Big Box Store, Colorado

July 1998- May 2001

Sports Department Manager

- Led marketing efforts through compelling visual displays and merchandising efforts.
- Consistently met and exceeded sales and credit goals.
- Directed hiring and human resource efforts for a \$3.3MM department.
- Accelerated training and development programs for a staff of 25 associates.
- Delivered a great customer service experience in the store at all times.
- Managed customer service issues to insure happy customers and repeat business.

Education

State College, Colorado 1998

BA: Business Administration, Minor: Marketing

- Delta Zeta Sorority: Vice President

Edward John Harrison

Address • Phone • Email

IT PROJECT MANAGER

Accomplished IT Project Manager with an extensive background in the fields of communication and information technology. Overall professional experience includes over 14 years of software development, IT project leadership and customer relations. Excels in coordinating multiple concurrent projects to ensure the alignment with milestones, deliverables, and budgets. Versed in project plans development. Experienced with project budgeting and cost reduction.

AREAS OF COMPETENCE

- | | | |
|---------------------------------|--------------------------------------|----------------------------------|
| • IT project management | • IT staff supervision and training | • Project documentation drafting |
| • Software development | • Project plans development | • Customer relations |
| • Financial/budgeting expertise | • Organization standards enforcement | • Communication projects |
| • Project audits | | • Excellent communication skills |

PROFESSIONAL EXPERIENCE

Company name

IT Project Manager

2012 – Present

- Recruited to manage a \$30 million dollar IT portfolio for United Airlines Global Sales Organization.
- Serve as the key role of IT business liaison for the global sales organization.
- Coordinate multiple concurrent projects to ensure the alignment with milestones, deliverables, and budgets for programs in the portfolio.
- Interface with the Executive Team to define project requirements and translate business objectives into tactical plans.
- Lead cross-functional teams through development, testing and deployment.
- Establish standard PMI documentation and tools for project lifecycle (SDLC) from Analysis to Close-out for the IT Sales Organization.
- Implement a mentor program between newly arrived and seasoned Systems Analysts to assist with readiness, team building and IT project assignment/completion.

Company name

IT Project Manager

2005 – 2012

- Led project teams at five bases across the United States, developed SAN for contractor to support on demand maintenance supply warehouse software application.
- Developed project plans, assigned duties, executed, controlled and achieved on time implementation of telecommunications and IT systems projects valued at \$68 million.
- Built annual and long range organizational programming/budgeting plans; developed source documents to compete for funding from local and higher headquarters.
- Developed information technology requirements for new airfield facility construction projects valued at \$55 million; provided communications connectivity to 28 buildings.
- Directed specialized Engineers working on communication/computer projects for the F/A-22 program office.
- Managed Security Analysts to ensure that all applications were functional and secure.

Company name

Software Developer

2002 – 2005

- Completed hands-on configuration and custom development of BI reports, using advanced queries to achieve reporting requirements, within performance constraints.
- Developed and maintained web sites and web services that supported the main software packages to provide 24/7 capabilities for facilitating movement of documents.
- Communicated technical information, both written and verbal, effectively to clients of varying technical experience.

EDUCATION

MS in Computer Science, University; Chicago, IL, 2002.

BS in Computer Science, University; Sydney, 2000.

SAMPLE REFERENCE SHEET #1

MARY SMITH
242 Pines Road
Pembroke Pines, Florida 33224
954.789.5432

PROFESSIONAL REFERENCES

Susan Brown
Business Owner
Sunshine Printing
306 W. Hallandale Beach Blvd
Hallandale, FL 33009
sunprint@aol.com
(954) 454-1234

Hank Meer
Human Resource Manager
Notes Inc.
5201 Congress Avenue
Boca Raton, FL 33487
hm@yahoo.com
(561) 368-4321

Jane Olsen
Executive Assistant to the President
Prism Manufacturers Association
369 Lexington Avenue, 3rd Floor
New York, NY 10017
jo@pma.com
(212) 555-2345

Mollie Lang
Center Manager
Strategic Education Corporation
115 N. Bryan Rd. # 2F
Dania Beach, FL 33004
mlang@sec.com
(954) 555-7890

PERSONAL REFERENCES

Linda Green
1500 S. Ocean Drive
Hollywood, FL 33019
lgreen@pc.com
(954) 555-5678

Madeline Kahn
President
Meet 'N Greet
N. Miami Beach, FL 33179
mk@mng.com
(305) 555-9087

RELATIONSHIP AND RANGE OF KNOWLEDGE

M. Brown, the owner of Sunshine Printing was one of my vendors as well as my Team Leader at Strategic Education for the department I managed. She can vouch for my business approaches. She can confirm my having developed the overall success of my department and having effectively implemented the plans and actions to achieve these results.

Mr. Meer was the Owner and General Manager at Notes, Inc. when I was an Account Executive. He can vouch for my direct sales and people skills as well as my outstanding performance and high level of excitement, energy, patience and excellence brought to the success of his business.

Ms. Olsen is the Executive Assistant to the President and can vouch for my being organized, detailed oriented, being able to multi-task and prioritize while having great client and customer focuses at tradeshows, conferences and via telephone discussions.

Ms. Lang is the Center Manager at Strategic Education for the Florida offices. She can confirm my leadership skills, value and ability to perform and produce results and contribute to the organizational goals, as well as my commitment to excellence and integrity.

RELATIONSHIP AND RANGE OF KNOWLEDGE

Ms. Green is a retired emergency room nurse and was a volunteer in my department at Strategic Education. She also became a personal friend that can vouch for my team alliance building and she can confirm my ability to work efficiently under pressure

Ms. Kahn is a personal friend who is also President of an Internet meeting planning destinations company. She can vouch for my interpersonal communications skills, and my willingness to go the extra mile to make things happen and create strong community ties.

CHRONOLOGICAL RÉSUMÉ SAMPLE #1

Henry Applicant
Fort Lauderdale, FL
csbd@hotmail.com

ENTRY LEVEL FOOD SERVICE PROFESSIONAL

Summary of Qualifications:

- Ability to follow verbal and written instructions
- Team player, works well with peers and superiors
- Good listener, very attentive and conscientious
- Excellent customer service skills; people person
- Excels in task that require great responsibility, and discipline
- Hard worker; Learns task easily and quickly
- Always punctual; perfect attendance record
- Well known for my volunteering skills and abilities

Experience:

Sofie Jones Day Care Center
Child Care Attendant

Fort Lauderdale, FL
2009 to Present

- Provides general child care duties for pre-school and school-age children
- Observes and monitors play activities, entertain children by reading and playing games
- Prepares and serves meals and baby formulas for infant children
- Dresses and assists children in dressing and bathing
- Accompanies children on walks and other outings
- Maintains high standards of excellence

Miami High School
Community Service

Miami, FL
2005 to 2009

- Collected admission tickets and passes from patrons at entertainment events
- Refused admittance to patrons without ticket and pass, and who were undesirable for reasons, such as intoxication and improper attire
- Directed patrons to their seats
- Distributed door checks to patrons temporarily leaving establishment

Dolphin Stadium
Attendant

Miami, FL
2004 to 2005

- Distributed entry game forms to visiting patrons on behalf of Dolphin team
- Greeted patrons upon their arrival to stadium
- Collected completed forms from patrons to determine winners of raffle

Education:

Drop Back in Academy Program (DBIA)
Diploma

Fort Lauderdale, FL
2009

FUNCTIONAL RÉSUMÉ SAMPLE #2

Sandra Clark

3245 Meadow Road
Tamarac, FL 33320

(954) 111-1111
csbd@yahoo.com

PROPERTY MANAGER

**Seasoned Professional with 11 years of experience in managing projects in the
Residential and Commercial Real Estate industry**

CAM & Real Estate Licenses

Upscale Properties	Project Management	Cost-Savings	High Quality Customer Service
Strong Work Ethic	Tennant Relations	Regulatory Compliance	Staff Training & Development
Leasing	Contract Negotiations	Legal Process	Property Security
Crisis Management	Contractor Oversight	Preventative Maintenance	Facilities Maintenance & Repair

CAREER HIGHLIGHTS/ WORK EXPERIENCE

- Managed two Citibank regional office buildings and acted as CitiGroup Tenant Representative
- Maintained Critical Building Systems in CitiGroup Latin American Regional Data Center
- Managed 40+ vendors on Construction and Moving Projects -Including Space Reconfigurations
- Safety Manager – Ensured environmental standards; Ensured and Trained Fire Safety Compliance
- Worked closely with Crisis Management Team and Continuation Of Business Planning
- Managed 8-10 building technicians; security, janitorial and landscaping staff
- Leased and Managed Executive and Investment Apartment Complexes for Huizenga Team
- Set up and managed Corporate Services Call Center
- Negotiated UPS renewal contracts resulting in \$10K savings
- Cost Savings of \$18K on Air conditioning contract
- Managed 3 million square foot Office Park – 50 Plus Buildings

ANSIN ACCOUNT

Miramar, FL

Sunbeam Properties/Development, Inc.

Property Manager

07/2006 to Current

CITIBANK ACCOUNT

Ft. Lauderdale, FL

Jones Lang LaSalle Americas
Grubb & Ellis Property Solutions
Lincoln Property Company

Facility Manager
Property Manager
Property Manager

05/2003 to 04/2006
06/2001 to 05/2003
05/2000 to 06/2001

HUIZENGA PORTFOLIO

Ft. Lauderdale, FL

AutoNation, Inc.
Lincoln Property Company
Trammell Crow

Administrative Assistant
Administrative Assistant
Administrative Assistant

06/1999 to 05/2000
03/1998 to 06/1999
01/1996 to 03/1998

AWARDS

Star Performer Award from Grubb & Ellis
Certificates of Excellence from Citi

OFFICE MANAGER

from Resume Genius

CONTACT	PROFILE	EDUCATION
(123) 456-7895 ChloeParker@gmail.com 45 Winfield Dr., Charleston, SC, 90764 Linkedin.com/in/username	<ul style="list-style-type: none">Office Manager with over 6+ years of experience providing administrative support to up to 50 staff membersPossess strong multi-tasking skills, with ability to simultaneously manage various projects and schedulesIncreased efficiency by 43% by turning company into paperless environment	B.S. BUSINESS MANAGEMENT CALIFORNIA STATE UNIVERSITY Fresno, CA 2013 A.A. ACCOUNTING CALIFORNIA STATE UNIVERSITY Fresno, CA 2011

KEY SKILLS

MS Office Suite
WPM: 90
CRM Systems
MySQL / Adobe Photoshop
Problem Solving
Team Leadership

AWARDS

EMPLOYEE OF THE MONTH
February 2018
Express, Inc.

CERTIFICATIONS

CERTIFIED FACILITY MANAGER
IFMA / 2017

DEAN'S LIST / 2012
CALIFORNIA STATE UNIVERSITY
Fresno, CA

PROFESSIONAL EXPERIENCE

OFFICE MANAGER

Express Inc. / San Jose, CA / 2016 - Present

- Managed schedules, organized office functions, and oversaw daily operations of office with 50 employees
- Hired, trained, and on-boarded over 13 new employees, providing initial support that expedited staff assimilation by 20%
- Slashed office expenditures by \$35K by negotiating for cheaper supply contracts, implementing inventory control, and standardizing ordering procedures
- Developed paperless environment, by implementing an online system to manage data, process orders, and integrate processes, improving efficiencies of 43% and reducing labor hours by 25 weeks

OFFICE ASSISTANT

Simple Functions / Fresno, CA / 2012 - 2016

- Prepared daily, weekly, and monthly reports, and updated calendar of appointments
- Performed basic accounting functions including cash reconciliations and wire transfers
- Discovered and rectified erroneous vendor billing, saving \$2K in potential costs
- Answered, screened, and redirected an average of 40 telephone calls with professionalism and efficacy
- Developed new office procedural guidelines for 25 staff members, improving efficiencies by 27%

JENNY WONG

127-35 Sanford Avenue • Flushing, NY 11354 • (718) 555-5555 • JWong@myisp.com

Position of Interest: **OFFICE MANAGER** *Bringing the following:*

Front-End / Back-Office Retail Store Management • Sales Management & Reporting • Customer/Client Relations
Merchandising • Marketing / Event Coordination • Sales Negotiations • Workflow Coordination
Staff Management • Bookkeeping • Payroll • Purchasing • Vendor Relations
Inventory Control/Verification • Replenishment • Shipping/Receiving • Shrinkage/Loss Prevention

PROFESSIONAL EXPERIENCE

Offer four years of progressively responsible experience leading to rapid promotions with well-respected retailers. Recognized for ability to efficiently manage broad aspects of front-end and back-office store operations and sales activities. The following represents a broad overview of positions held.

Assistant Manager —Parson's Jewelers, Flushing, NY	2/06 - Present
Store Manager —Main Street Jewelers, Flushing, NY	9/04 - 2/06
Pharmacy Technician/Associate —CVS Pharmacy, Flushing, NY	2/02 - 9/04

SALES & MARKETING / CUSTOMER MANAGEMENT

- Build and sustain customer-focused store cultures to facilitate a pleasant shopping experience.
- Conduct customer needs assessments to identify preferences, consistently driving store profitability.
- Organized numerous in-store promotional events, including *Parson's Expo Show* and *Main Street Diamond Restyling Show*; sourced and registered hundreds of vendors and clients for events.
- Manage product merchandising through implementation of plan-o-grams and creative window displays.

GENERAL MANAGEMENT / STAFF TRAINING & SUPERVISION

- Managed store operations with key-holding responsibility; opened and closed stores.
- Reporting directly to district manager, recruit, train, supervise, and evaluate a team of 10 associates.
- Observe and coach associates in sales floor techniques and customer management skills.
- Implement relaxed return policies and customer feedback programs to ensure service excellence.
- Plan and delegated assignments based on workload assessment and employee schedules and availability.
- Developed and implemented Employee-of-the-Month incentive programs; reduced turnover rates.

BOOKKEEPING / PAYROLL / INVENTORY CONTROL

- Performed monthly reconciliation and processed billing adjustments and to resolve discrepancies.
- Prepare and verify all employee time cards for accurate weekly payroll processing.
- Hold accountability for cashier area, credit card transactions, and daily bank deposits/verifications.
- Research customer disputes, unmatched bank deposits, and problematic auditing situations.
- Reduce overhead costs, adhering to budget limits and avoiding the need for employee overtime.
- Prevent/reduce overages through verification and approval of incoming inventory.
- Approve and process vendor invoices for jewelry repair services.

EDUCATION

Queens County Community College, 2005
Coursework in Liberal Arts and Business Management

COMPUTER SKILLS

Microsoft Office Suite (Word, Excel, PowerPoint, Access, and Outlook); QuickBooks

PROJECT MANAGER RESUME SAMPLE

from Resume Genius

RESUME OBJECTIVE

Project Manager with 12+ years of experience managing multi-million dollar construction projects, coordinating a workforce team of 90+ subcontractors, and performing budget allocation and analysis. PIM Agile Certified Practitioner aiming to leverage considerable experience and efficiency expertise into your project manager role.

 youremail@gmail.com
 895 555 555
 4397 Aaron Smith Drive
Harrisburg, PA 17101
 linkedin.com/in/yourprofile

EXPERIENCE

PROJECT MANAGER

Angel Builders, Cambridge, MA / September 2010 - Present

- Manage project budget of \$325M+ and ensure company obtains the best possible pricing; determine and minimize risk in buyout processes, reducing costs by 15% annually
- Oversee and analyze prime project buyout of \$1.1 Billion, accounting for savings and contingencies
- Write and distribute bid packages amounting to 8% of total production costs that clearly define the scope and general provisions of potential contracts
- Ensure that the project team understands all aspects of the prime contract relating to their respective responsibilities, and demonstrate a thorough understanding of the prime contract checklist and organizational structure

ASSISTANT MANAGER

Big Muscle Fit Slim Gyms Cambridge, MA / June 2006 - August 2010

- Managed, directed, and prioritized gym operational budget of \$65M, staying within budget by 7%
- Overhauled sales process and systems to achieve revenue goals, hitting target of 17% revenue increase annually
- Worked to provide strategic, operational, and fiscal leadership while working to reach the company's long-term goals and maintain organizational vision
- Manage, monitor, and evaluate the performance of all gym-related managers and associates, with a staff total of 25+
- Directed the hiring, training, and scheduling of all gym level associates by an intermediary, totaling 80+

SKILLS

AutoCAD
Revit
BIM Software
MS Office Suite
Adobe / Visio
Flow / Costing Software
Handling Pressure

EDUCATION

PMI AGILE CERTIFIED
PRACTITIONER
2014

B.A. CONSTRUCTION
MANAGEMENT
Worthington University,
Phoenix, AZ / 2006

AWARDS

EMPLOYEE OF THE
MONTH
Angel Builders
February 2015