

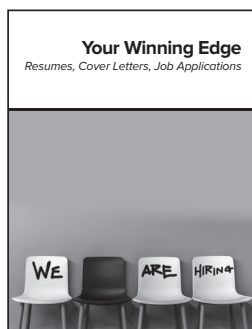
# Your Winning Edge

## *Sample Resumes and Cover Letters*

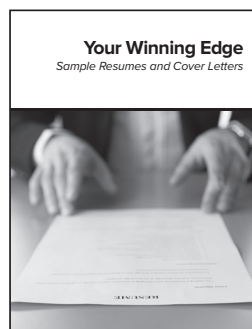


# Your Winning Edge, “The Series”

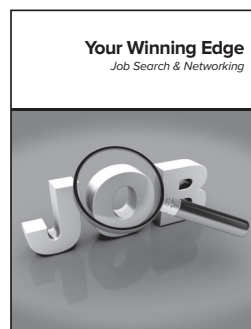
This publication is part of a series of documents designed as a comprehensive tool for jobseekers. Each publication focuses on different important aspects of finding and preparing for a job and giving you your winning edge.



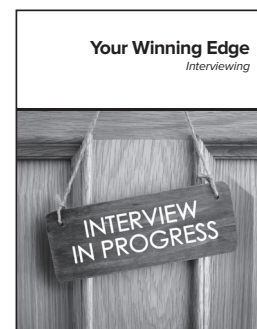
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# Choosing your resume type

Use this chart to help you identify what resume format will show your accomplishments most effectively. View the sample resumes associated with each format listed below.

Resume selection chart

If you are.....	...then use a		
	Chronological Resume	Functional Resume	Combination Resume
A young worker and/or have limited work experience	Possible <b>Sample 1</b>	Possible <b>Sample 2</b>	Recommended <b>Sample 3</b>
An older worker with a continuous work history	Recommended <b>Sample 4</b>	<i>Not Suggested</i>	Recommended <b>Sample 5</b>
Returning to the workforce after a gap in employment for a variety of reasons (Example: incarceration, parenting, illness, care giving)	<i>Not Suggested</i>	Possible <b>Sample 6</b>	Recommended <b>Sample 7</b>
Changing careers or your area of focus	<i>Not Suggested</i>	Possible <b>Sample 8</b>	Recommended <b>Sample 9</b>
Someone who has changed jobs frequently or has had a wide variety of jobs	<i>Not Suggested</i>	Possible <b>Sample 10</b>	Recommended <b>Sample 11</b>
Veteran entering a civilian job	Possible <b>Sample 12</b>	Possible	Recommended <b>Sample 13</b>

No matter what resume format you choose, an effective resume is targeted and tailored so that it does the following:

- Addresses an employer's specific needs and shows that you are the best fit for the position.
- Focuses on a specific career objective or job posting within the first 15 lines of your resume.
- States your value as an employee with results that you produced that benefited your previous employers.
- Allows employers to easily and quickly read it.

You can access fillable resume templates on the New York State Department of Labor website, [https://labor.ny.gov/careerservices/findajob/res\\_fun.shtm](https://labor.ny.gov/careerservices/findajob/res_fun.shtm)

# Resume Templates and Samples

Review and use these resume templates and sample resumes to assist you in writing and formatting your resume.

## Combination/Skills resume template

A combination (or combined) resume combines the best features of the traditional chronological resume (where the dates are in reverse order) and the functional resume (where skills are listed in the beginning). A combination resume can also be referred to as a skills-based resume.

### Name

Street Address  
City, State Zip Code  
Phone Number  
Email Address

### PROFESSIONAL PROFILE

- Example 1: Number of years' experience in work relevant to job applying to.
- Example 2: Credentials, education or training relevant to job applying to.
- Example 3: A key accomplishment that shows your qualifications for the job.
- Example 4: Personal characteristics or traits that you possess that are relevant.
- Example 5: Computer skills/list computer skills.

### SUMMARY OF SKILLS

- |                  |                  |                  |
|------------------|------------------|------------------|
| ✓ Relevant skill | ✓ Relevant skill | ✓ Relevant skill |
| ✓ Relevant skill | ✓ Relevant skill | ✓ Relevant skill |
| ✓ Relevant skill | ✓ Relevant skill | ✓ Relevant skill |

### WORK EXPERIENCE

#### ONE MAJOR SKILL (that is directly relevant to the job applying to)

- A job task or accomplishment that illustrates this skill.
- A job task or accomplishment that illustrates this skill.
- A job task or accomplishment that illustrates this skill.
- A job task or accomplishment that illustrates this skill.

#### ANOTHER MAJOR SKILL (that is directly relevant to the job applying to)

- A job task or accomplishment that illustrates this skill.
- A job task or accomplishment that illustrates this skill.
- A job task or accomplishment that illustrates this skill.

#### ANOTHER MAJOR SKILL (that is directly relevant to the job applying to)

- A job task or accomplishment that illustrates this skill.
- A job task or accomplishment that illustrates this skill.
- A job task or accomplishment that illustrates this skill.

### WORK HISTORY

Job title, Company Name, City, State	month/year – month/year
Job title, Company Name, City, State	month/year – month/year

### EDUCATION / TRAINING

Name of degree or Credential, School/University Name, City, State  
Name of degree or Credential, School/University Name, City, State

### MILITARY EXPERIENCE (Optional heading)

Military Branch – Position Held

### VOLUNTEER EXPERIENCE (Optional heading to include if relevant to job applying to)

Organization – Position Held

## Combination/Skills resume sample

### James O'Connor

10 Broadway  
Buffalo, New York 14204  
716-555-5555  
[JamesOConnor@mail.com](mailto:JamesOConnor@mail.com)

#### PROFESSIONAL PROFILE

- Skilled professional with over five years of customer service experience.
- High School Diploma with training in dealing with difficult customers.
- Manage a high-volume workload; resolve an average of 100 calls per day.
- Positive and helpful individual; determined to increase customer satisfaction.
- Proficient in Microsoft Office Word, Customer Service Software and can type 50 words per minute.

#### SUMMARY OF SKILLS

- |                        |                       |                             |
|------------------------|-----------------------|-----------------------------|
| ✓ Communication skills | ✓ Conflict resolution | ✓ Manage a multi-line phone |
| ✓ Positive attitude    | ✓ People oriented     | ✓ Empathy                   |
| ✓ Active listening     | ✓ Analytical thinking | ✓ Patience                  |

#### WORK EXPERIENCE

##### CUSTOMER SERVICE

- Successfully multi-tasked in a fast-paced environment; managed a multi-line phone, difficult callers, and built trusting relationships with customers.
- Resolved customer complaints by listening, identifying problems and taking corrective actions.
- Earned the highest customer satisfaction rating in 2016 at Memories Inc., information based on customer surveys compiled over a year's span.
- Helped achieve the company's retention goal of 85% by achieving a personal goal of 95% retention of customers.
- Assisted with an on-the-job training program that reduced training time from 10 weeks to 8 weeks.

##### SALES

- Consistently generated additional revenue utilizing thorough product knowledge and friendly sales techniques to up-sell products and services.
- Developed a unified sales pitch used by Customer Service Representatives across the company to increase overall sales. After implementation, sales increased 25%.

##### BANKING

- Continuously met sales quotas by providing information and recommendations to customers on appropriate services and products after assessing their needs through conversation and account analysis.
- Exceeded production goals by serving an average of 10 customers per hour with efficiency and accuracy.
- Received The Employee of the Month Award for outstanding customer service and transaction accuracy.

#### WORK HISTORY

Customer Service Representative, Memories Inc., Buffalo, NY	February, 2016 - Present
Customer Service Representative, ABC Co., Buffalo, NY	May, 2013 - February, 2016
Bank Teller, MKB Bank, Lancaster, NY	March 2010 - May, 2013

#### EDUCATION / TRAINING

Certification in 'How to Deal with Difficult Customers', CSR Training Inc., Lancaster, NY  
Notary Public, New York (Commission expires December 2020)  
High School Diploma, Buffalo High School, Buffalo, NY

#### VOLUNTEER EXPERIENCE

Business Professionals of Buffalo – Member

## Chronological resume template

Chronological resumes highlight consistency. This format stresses what you accomplished in each of the positions you held. A chronological resume focuses primarily on the history of your work experience and education. It also shows your progress and advancements in your career. This resume format is popular among businesses.

# [Your Name]

## Professional Profile

---

Describe your work experience and strongest skills.

## Work History

---

[Company Name]	[City, ST]	[Dates of employment]
----------------	------------	-----------------------

### [Job Title]

[Job responsibility/achievement]

[Job responsibility/achievement]

[Job responsibility/achievement]

---

[Company Name]	[City, ST]	[Dates of employment]
----------------	------------	-----------------------

### [Job Title]

[Job responsibility/achievement]

[Job responsibility/achievement]

[Job responsibility/achievement]

---

[Company Name]	[City, ST]	[Dates of employment]
----------------	------------	-----------------------

### [Job Title]

[Job responsibility/achievement]

[Job responsibility/achievement]

[Job responsibility/achievement]

---

[Company Name]	[City, ST]	[Dates of employment]
----------------	------------	-----------------------

### [Job Title]

[Job responsibility/achievement]

[Job responsibility/achievement]

[Job responsibility/achievement]

## Education

---

[School Name]	[City, ST]	[Dates of attendance]
---------------	------------	-----------------------

### [Degree Obtained]

[Special award/accomplishment or degree minor]

# Penny Johnson

243 Washington Boulevard, Pleasant City, NY 12345 • 555-555-1234 • pjohnson@yahoo.com

## Professional Profile

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Over 10 years' experience in the Customer Service industry with career progression from customer service representative to department manager. Proven accomplishments in service delivery, office management, program planning, project management, policy development and problem resolution. Recipient of multiple Quality Service awards.

## Work History

---

USA Mobility	Albany, NY	2015 - Present
--------------	------------	----------------

### Quality Control/Training Representative

- Reviewed in-place processes and determined solutions for streamlining effectiveness, resulting in 20% increase in production.
- Assisted Training Director in the preparation of numerous documents.
- Team leader for the identification and implementation of changes designed to increase the quality and quantity of production; received salary bonus for superior work.

---

Superior Marketing	Rensselaer, NY	2010 - 2015
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### Senior Rep / Team Leader

- Identified and promoted the need for further employee development and training in an effort to reach the highest possible performance standards.
- Provided feedback and support to staff of 25 concerning customer service procedures.
- Implemented interpersonal and communication skills when assisting staff with difficult callers.

---

Advance Telecom	Troy, NY	2007 - 2010
-----------------	----------	-------------

### Customer Service Representative

- Continuously exceeded company mandated quota for calls answered per shift.
- Utilized communication and problem solving skills with clients.
- Provided problem resolution for approximately 500 calls each week.

## Education

---

School of Business	Albany, NY
--------------------	------------

### Associate of Arts in Business Administration

Dean's list for last two semesters.



## Functional resume template

A functional resume focuses on your skills and experience, without including chronological time and job titles. It presents a profile of your experience based on professional strengths or groups of skills. Your employment history usually follows but in less detail than in a chronological resume. It is used most often by people with gaps in their work history, those who are changing careers and individuals with limited work experience. Businesses generally do not prefer to receive functional resumes, as they do not show your work history or career progress.

[Street Address, City, ST ZIP Code] [phone] [e-mail]

**[Your Name]**

---

### Profile

Describe your work experience and strongest skills

---

### Professional Highlights

#### [Field or Area of Achievement]

[Job responsibility/achievement]

[Job responsibility/achievement]

[Job responsibility/achievement]

#### [Field or Area of Achievement]

[Job responsibility/achievement]

[Job responsibility/achievement]

[Job responsibility/achievement]

#### [Field or Area of Achievement]

[Job responsibility/achievement]

[Job responsibility/achievement]

[Job responsibility/achievement]

### Skills

[Professional or technical skill]

[Professional or technical skill]

[Professional or technical skill]

[Professional or technical skill]

[Professional or technical skill]

---

### Employment History

[Job title][Company Name][City, ST]

[Job title][Company Name][City, ST]

---

### Education

[Degree][School Name][City, ST]

## Functional resume sample

222 Any Street, Pleasant City, NY 54321 111-112-9181

Phillip@mail.com

# Phillip Kelley

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## Profile

Experienced warehousing and logistics employee accustomed to working in a high-volume facility and licensed for pallet jacks and fork trucks. Experience includes training and supervision.

---

## Professional Highlights

### Supervision

- Maintained schedule for cleaning crew of 8-10 members assigned to warehouse (32,000 square feet)
- Trained new employees on all products and processes for nightly cleaning
- Maintained daily production logs and set goals to address areas in need of special consideration

### Shipping & Inventory

- Ensured an average of 400-600 items were ready for shipment each month
- Efficiently operated a commercial laminator and trained three other staff how to operate the machine
- Earned "Rookie of the Month" award for learning jobs quickly

### Material Handler

- Ensured more than 800 products were loaded on correct trucks each week
- Operated pallet jacks and fork trucks
- Loaded and unloaded 15-20 48'-53' trailers (weekly)

### Skills

Inventory management

Safety team member

Preventive maintenance

Dry & refrigerated storage techniques

Packaging and bill of lading preparation

---

## Employment History

### Inventory and Shipper

Huntersville Corporation - Huntersville, NY

### Material Handler

City Distribution - Amsterdam, NY

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## Education

High School Diploma – Prairie Town High School -Prairie Town, NY

# Sample Resumes

View the sample resumes on the following pages, these sample resumes are scenarios taken from the **Resume selection chart** on page 1.

## Sample 1 - Young Worker, Chronological Resume

Nina is a young worker with consistent work experience. She lists her work experience in reverse chronological order to show her history of steady employment. She also lists here education in the top portion of her resume to draw attention to her recent degree

### Nina A. Smith

•123 Central Avenue, Pleasant, NY 12206 • 518-222-2222 • [nsmith11@mailbox.com](mailto:nsmith11@mailbox.com) •  
[www.linkedin.com/in/ninasmith/](http://www.linkedin.com/in/ninasmith/)

#### **OBJECTIVE**

A self-motivated worker who is seeking an entry level accounts payable or accounts receivable position. Excellent communication and negotiation skills. Driven to succeed with a strong work ethic and commitment to excellence.

#### **EDUCATION**

##### **Bachelor of Science, Business Administration, 2016**

Carter College, Carter, ME

#### **WORK EXPERIENCE**

##### **Integrity Publishing (a multi-newspaper group)**

Pleasant, NY

##### **Bookkeeper/Administrator**

May 2016-Present

Oversee operations of the office's front end, servicing an average of 75 customers. In charge of all bookkeeping. Verify monthly bank statements against checkbook. Work with QuickBooks, Microsoft Works and other software programs. Process account payables and receivables. Process payroll for up to 20 employees.

##### **New York Nursery and Landscaping**

Piper, NY

##### **Multi-office positions**

Summer of 2012-2015

Completed multi-faceted office tasks while managing a four-line phone system for a non-profit organization. Assisted the director with banking, mail, conference calls and scheduling. Located and communicated with hundreds of vendors on a weekly basis. Processed daily postings of receivables for members' yearly dues.

##### **Miller's General Store**

Piper, NY

##### **Cashier**

May 2009-June 2012

Greeted customers in a friendly and professional manner. Operated register, accepted payments, provided change and receipts. Extensive knowledge of store promotions and products.

#### **VOLUNTEER EXPERIENCE**

##### **Tanya's Soup Kitchen**

Pleasant, NY

##### **Station Leader**

2012-present

Assisted in serving meals to an average of 80 participants daily. Provided oversight for proper sanitation of work area.

## Sample 2 - Young Worker, Functional Resume

Alex is a young worker who worked odd jobs throughout his high school years. He highlighted the skills he learned during his employment, but did not include dates of employment as they were not consistent.

10 Copper Street, Hicksville, NY 11801  
516-458-1111 Alex.Brown@email.com

# Alex Brown

---

### Profile

Experience caring for children, animals and property. Excellent project management, time management and communication skills. Works well independently or as part of a team and can multitask.

---

### Professional Highlights

#### Property Care (Lawn and Landscaping Care)

- Provided lawn and landscaping services for grounds that spanned an average of 5-7 acres, including: mowing, edging, leaf removal and mulching piles.
- Performed treatment to remove unwanted weeds and plants.
- Shoveled driveways and sidewalks (2,000 to 5,000 square feet).

#### Child Care

- Supervised children (ages 2 to 12) for 3 families after school and on weekends.
- Ensured safety and care of children by establishing appropriate boundaries and rules.
- Prepared meals and snacks.
- Assisted children with homework.

#### Pet Care

- Managed care for animals of 5 families while they were away from home.
- Provided pet sitting services, including: dog walking, feeding and yard care for 8-12 animals per week.

---

### Employment History

Lawn Care Specialist, Green Care Company	Hicksville, NY
Child Care specialist, Wee Care	Hicksville, NY
Care taker, Dog Walkers of America	Hicksville, NY

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### Education

Advanced Honors Diploma, Hicksville High School	Hicksville, NY
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### Certificates and Awards

CPR certification, Red Cross  
Awarded the "Most Innovative Sales Idea" award, Hicksville High School

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### Activities

#### Varsity Soccer

Received Sportsmanship Award  
Earned the Scholar Athlete Award

### Sample 3 - Young Worker, Combination Resume

Larry Grant is an entry level worker with limited work experience. This resume format highlights his skills; Landscaping, Groundskeeping and Custodial.

**Larry Grant**  
PO Box 543  
Pine, NY 19192  
518-305-9243  
lgrant@mail.com

---

#### Skills and Abilities

- |                      |                    |
|----------------------|--------------------|
| ✓ Communication      | ✓ Power equipment  |
| ✓ Computer skills    | ✓ Landscaping      |
| ✓ Work independently | ✓ Customer service |

---

#### Work Experience

---

##### Landscaping and groundskeeping

- Landscape and maintain grounds and property.
- Use hand or power tools and equipment.
- Lay sod, dig and rake.
- Mow and trim.
- Plant, water and fertilize.

##### Custodian

- Service, clean and supply restrooms.
- Clean building floors by sweeping, mopping and vacuuming.
- Gather and empty trash.
- Follow procedures for the use of chemical cleaners and power equipment.
- Prepare cleaning solutions according to specifications.

---

#### Work History

Pine Tree Golf Course Pine, NY	07/2017 - 10/2017
Rural Med Hospital Clear Springs, NY	05/2016 - 08/2016

---

#### Education

High School Diploma - Pine, NY	2018
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## Sample 4 - Continuous Work History, Chronological Resume

If you have been promoted within the same company, list the business once. List the job titles and accomplishments below the business name. Look at Barbara's employment background to see how she successfully organized her employment history to show her progression through the business.

### Barbara Pace

243 Washington Boulevard, Pleasant City, NY 12203, 555.555.1234

[barb@mail.com](mailto:barb@mail.com) [www.linkedin.com/in/barbarapinhoiro/](http://www.linkedin.com/in/barbarapinhoiro/)

#### Profile

Customer service industry professional with career progression from customer service representative to department manager. Proven accomplishments in service delivery, office management, program planning, project management, policy development and problem resolution. Recipient of multiple Quality Service awards.

#### Strengths:

Logistics  
Microsoft Office  
Customer complaints resolution

Cost control and reduction  
Staff training and supervision  
Quality and productivity improvement

#### Employment Background

##### USA Mobility ~ Albany, NY (2012-present)

##### Quality Control/Training Representative (2016-present)

- Promoted due to extensive knowledge of departmental logistics and personnel.
- Reviewed in-place processes and determined solutions for streamlining effectiveness, resulting in 20% increase in production.
- Inspect personnel activities to ensure compliance with policies and directives.
- Assist Training Director in the preparation of numerous documents (budgets, schedules, correspondences and reports) used to train more than 50 newly promoted employees.
- Act as the Team Leader for the identification and implementation of changes designed to increase the quality and quantity of production; received salary bonus for superior work.

##### Senior Rep/Team Leader (2013-2016)

- Detected and promoted the need for further employee development and training to help each Customer Service Representative reach the highest possible performance standards.
- Provided feedback and support to staff of 25, concerning customer service procedures.
- Implemented interpersonal and communication skills when assisting staff with difficult callers.

##### Customer Service Representative (2011-2013)

- Continuously exceeded company mandated quota for calls answered and number of hours worked per shift.
- Utilized communication and problem solving skills with clients; Awarded "Rookie of the Year" in 2012.
- Reviewed and resolved discrepancies of approximately 500 documents each week.

#### Education

Personnel Management	2015
Multiple computer training classes	2011-2017
Associate of Arts; Social Sciences, Junior College of Pleasant City, Pleasant City, NY	

#### Professional Memberships

*Customer Service Management Magazine* ~ Subscriber 2011-present  
National Customer Service Association ~ Chapter member 2012-present

## Sample 5 - Continuous Work History, Combination Resume

John's resume highlights three main skills he gained in his previous position as an Office Manager. He highlights awards and accomplishments under each skill.

### John A. Wayne

(518) 222-2222 / [John.W@mailbox.com](mailto:John.W@mailbox.com)

Performance driven office manager. Solid achievements in production planning and management, cost control, employee morale building and grant oversight.

Strategic Planning and Execution  
Multi-Site Operations

P&L Management  
Analysis and Problem Resolution

Staff Development  
Staff Supervision

## Office Management Achievements

### Inventory Control

Supervised pre-packing in the Product Management department, including the mailroom that processes an average of 1,400 items daily. Matched or exceeded standards by 20% and was the 2<sup>nd</sup> highest producing employee in 2016.

- Pre-packing area: Followed-up and maintained records and data entry. Received "Rookie Management Award" for best team morale and productivity; led team to deliver an average of 66 more units a year.
- Mailroom: Stocked, shipped, received and resolved shipment troubles and picked up specific order requests. Received five annual commendations for exemplary efficiency and accuracy, the most recent in 2016.

### Quality Control

In charge of the Product Returns unit, processing an average of 3,000 items each month.

- Spearheaded the effort to create an Access 2016 database to maintain the division's records and Standard Operating Procedures.
- Received the regional "Innovation Award" in 2018 for Access 2016 database implementation and decreasing the workload by 15% in 2016 and 2017.

### Technology Skills

Operated Microsoft Office software, Warehouse Management System and the Daly and Wolcott inventory system.

- Under my management, the Auditing Department reported 97.5% accuracy. This was achieved by implementing a process of testing for system discrepancies and monitoring the inventory of more than 50,000 items.

## Employment History

Office Manager, Instant Corporation	Pleasant City, NY	11/12 - Present
Assistant Production Manager, Any Product Management	Pleasant City, NY	10/07- 11/12

## Additional Experience

Karate Instructor; KTD Academy Pleasant City, NY 11/12 – Present  
Share management and instruction responsibilities (in Spanish and English).

- Complete class scheduling and provide supervision for 7 classes that average 20 participants.
- Process monthly payroll, student transactions and in-school sales of more than \$280,000 each year.

## Education

Associate of Art: Business Management; Kent College, Promotion, VT - GPA 3.8

## Sample 6 - Gap In Employment, Functional Resume

Jamie Faye has a 2-year gap in employment due to caring for her children. Her resume is in a functional format to highlight her receptionist skills instead of her lapse in employment.

### Jamie Faye

10 Broadway  
New York, NY 10015

JamieFaye11@mail.com  
(347)856-8888

#### **Summary of Qualifications**

10 years of experience working in an office environment. Excellent time management and customer service skills. Effectively assists customers with scheduling appointments, general questions and complaints.

#### **Strengths**

- ◆ Time management
- ◆ Multi-line phone
- ◆ Written and Oral Communication
- ◆ Scheduling
- ◆ Mail distribution

#### **Professional Highlights**

##### **Customer Service**

Assisted customers by phone, email and personal interaction.

- ◆ Highly skilled in greeting visitors.
- ◆ Answered inquiries regarding appointment times and general information. Forwarded calls to appropriate staff and took detailed messages for unavailable staff.
- ◆ Contacted customers via telephone to remind customers of their scheduled appointments, left messages and rescheduled as appropriate.

##### **Scheduling**

Scheduled customers for appointments and follow-up appointments.

- ◆ Checked customers in for their scheduled appointments and updated any outdated customer information in case management system.
- ◆ Provided required paperwork for new customers and ensured all areas of the forms were completed.
- ◆ Entered customer and insurance information into the case management system, timely and accurately.
- ◆ Utilized the scheduling system to appropriately schedule customers for follow up appointments.

##### **Clerical**

Maintained electronic and paper files for each customer.

- ◆ Created a new filing system to improve organization.
- ◆ Entered all new customer information and insurance information.
- ◆ Sorted incoming mail and mailed out correspondence.
- ◆ Managed office equipment, including repairs and ordering office supplies as needed.

#### **Work History**

**Receptionist**, MKK Associates

New York, NY

**Office Assistance**, Ken's Chiropractic LLC

Bronx, NY

**Receptionist**, NYCENT

New York, NY

#### **Education**

Associate in Arts, Business Administration, Borough of Manhattan Community College



## Sample 7 - Gap In Employment (formerly incarcerated), Combination Resume

Raymond Carls was formerly incarcerated and has two gaps in employment. He earned his credentials while incarcerated and listed them under the 'Education and Certifications' heading.

### Raymond J. Carls

16 Palmer Ave. Apt. 1  
Hometown, NY 12340

raymond@mail.com  
Home: (111) 222-3333  
Mobile: (111) 333-4444

#### SUMMARY

Material moving professional with forklift experience. Dependable individual who consistently seeks challenging work. Safety conscious; effective in multitasking in fast-paced environment. Able to work independently or on a team.

#### Bilingual (Spanish)

#### WORK EXPERIENCE

##### Forklift Operator

- Operated forklift to pick orders per work sheet directions.
- Organized on pallet and wrapped for shipping.
- Maintained safety and cleanliness of areas at all times.

##### Unloader

- Followed work orders via written and verbal instructions.
- Unloaded freight of food products from train cars.
- Attached identifying tags to containers and stocked cargo in specified locations.

##### Construction Laborer

- Cleaned and prepared construction sites to eliminate possible hazards.
- Signaled operators to facilitate alignment, movement or adjustment of machinery and equipment.
- Read plans, instructions or specifications to determine work activities.
- Loaded and unloaded building materials and tools, distributing them to the appropriate locations.

##### Roofer

- Experienced in standing-seam, rubber, asphalt shingles, cedar shingles, slate and synthetic slate.
- Cemented or nailed flashing strips of metal or shingle over joints to make them watertight.
- Installed, repaired and replaced single-ply roofing systems using waterproof sheet materials, such as modified plastics, elastomeric or other asphaltic compositions.
- Cut roofing paper to size using knives. Nail or staple roofing paper to roofs in overlapping strips to form bases for other materials.

#### EMPLOYMENT HISTORY

<i>Building Materials</i> - North Place, NY	2015 – 2017
<i>Freight Pros</i> - Overton, NY	2012 – 2013
<i>Begone Demolition</i> - North Place, NY	2011 – 2012
<i>Dry Time Roofing and Sheet Metal, Inc.</i> - Hometown, NY	2002 – 2009

#### EDUCATION & CERTIFICATIONS

##### Certificate

NYS Welding School - 2014	Overton, NY
---------------------------	-------------

##### Certificate

NYS Custodial Maintenance	North Place, NY
---------------------------	-----------------

##### High School Diploma

NYS Department of Education	North Place, NY
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## Sample 8 - Changing Careers, Functional Resume

Donald Bryman recently earned an Associate's Degree in Computer Science and wants to transition from a production occupation to a position that will utilize his new skills in database user interface and ERP software. He lists his education on the top half of his resume and lists the skills relevant to his desired occupation below.

1132 Ridge Rd. Jonesville, NY 12783 123-456-7891 Donald@mail.com

# Donald Bryman

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## Profile

Experienced production and warehousing professional with special focus on warehouse database user interface and ERP software. Abilities include training and supervision of new employees.

## Skills

- Database user interface and query software
- Enterprise Resource Planning (ERP) software
- Office suite software
- Set up and operation of handheld scanners
- Operating system software
- Spreadsheet software

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## Education

**Associate of Applied Science (AAS), Computer Science**  
Barnesville Community College, Barnesville, NY

May 2017

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## Professional Highlights

### Warehousing/Information Technician

- Maintain user interface and database updates for warehouse inventory.
- Set up and maintained handheld and equipment mounted scanners to expedite production.
- Moved freight, stock and other materials to and from storage or production areas.

### Shipping/Systems Operations

- Programmed scheduling software and maintained operational spreadsheets to track shipping.
- Created spreadsheets and a database to record shipment data, such as: weight, charges, damages and discrepancies.
- Examined shipment contents and compared with records, such as manifests, invoices or orders to verify accuracy.

### Machine Operation

- Adjusted machine feed and speed if machine malfunctioned.
- Finished products for quality and adherence to customer specifications.
- Planned and laid out work to meet production and schedule requirements.

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## Employment History

Warehouse Tech - Safety Storage Co.	Barnesville, NY
Lead Shipper – Ship Masters	Musaki, CT
Machine Operator – Fiberboard Co.	Nitland, NY

## Sample 9 - Changing Careers, Combination Resume

Renee is changing careers from a housekeeper to a Certified Nursing Assistant. Her education is listed in the top half of her resume to show her new, relevant certification. Her skills focus on her desired occupation, as opposed to her previous occupation.

### Renee A. Judson

5 River St  
Jaffersville, NY 30221  
ReneeJudson@mail.com  
Phone: (518) 619-5046

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#### Objective

Seeking employment as a certified nursing assistant in a nursing home, adult daycare facility or in home health care.

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#### Education & Training

<i>Certified Nursing Assistant</i> Jaffersville Community College	02/2018 Jaffersville, NY
<i>High School Diploma</i>	Jaffersville, NY

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#### Nursing Skills

- Measure and record patients' vital signs such as height, weight, temperature, blood pressure, pulse and respiration.
- Maintain accurate, detailed reports and records.
- Administer medications to patients and monitor patients for reactions or side effects.
- Monitor, record and report symptoms or changes in patients' conditions.
- Administer prescribed medications or start intravenous fluids, noting times and amounts on patients' charts.
- Observe patients; chart and report changes in patients' conditions.
- Provide physical support to assist patients to perform daily living activities, such as: getting out of bed, bathing, dressing, using the toilet, standing, walking or exercising.

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#### Volunteer

Elderly Companion River's Ledge Nursing Home	05/2015 - Present
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#### Work History

Jaffersville Knitting Mill, Jaffersville, NY Sewing Machine Operator	07/2011 - 01/2017
Clean Sweep Inc., Albany, NY Cleaner	03/2008 - 06/2011

## Sample 10 - Multiple Employers, Functional Resume

Mark has a history of short-term employment; his resume focuses on his qualifications instead of focusing on his multiple employers. The qualifications section in his resume is very detailed and work history listed does not include dates of employment.

### Mark D. Taylor

203 Eagle Road  
Starkville, New York 52901  
MTaylor@hmail.com  
(617) 821-4205

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#### OBJECTIVE

To obtain a full-time building maintenance position.

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#### QUALIFICATIONS

- Used tools ranging from common hand and power tools, such as: hammers, hoists, saws, drills and wrenches to precision measuring instruments and electrical and electronic testing devices.
- Operated vehicles and powered equipment, such as: mowers, tractors, snow blowers, chain saws, electric clippers and pruning saws.
- Used hand tools, such as: shovels, rakes, pruning saws, saws, hedge and brush trimmers and axes.
- Performed routine preventive maintenance to ensure the physical condition of buildings did not deteriorate.
- Mowed and edged lawns using power mowers and cared for lawns by mulching, aerating, weeding, grubbing, removing thatch and trimming or edging around flower beds, walks and walls.
- Shoveled snow from walks, driveways and parking lots and spread salt in those areas.
- Pruned and trimmed trees, shrubs and hedges using shears, pruners and chain saws.
- Serviced, cleaned and supplied restrooms.
- Gathered and emptied trash and removed litter.
- Cleaned building floors by sweeping, mopping, vacuuming, stripping, sealing, finishing and polishing floors.
- Cleaned windows, glass partitions and mirrors using approved cleaners, sponges and squeegees.
- Planted and maintained vegetation through activities such as: mulching, fertilizing, watering, mowing and pruning

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#### WORK HISTORY

Community Campus Food Service/Cook	Gallant, NY
Wonder Pillow Overnight Janitor	Blaydon, NY
Fancy Cheese Maintenance Custodial	Peyton, NY
T & A Cleaning Services	Blaydon, NY
Rimsky Enterprises	Starkville, NY
Starkville City School District	Starkville, NY

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#### VOLUNTEER

4H, Blood Drive	Annually
Crop Walks for Hunger	2016

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#### EDUCATION

High School Diploma, Gilbert High School	Gilbert, NY
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## Sample 11 - Multiple Employers, Combination Resume

The combination resume showcases Larry's skills instead of focusing on his employment history (constant job-hopping). Use this format to focus more on relevant skills and less on multiple employers.

### Larry Leap

118 Skip St.  
Bouding, NY 52067  
Phone: (123) 642-9761  
[Jump761@mail.com](mailto:Jump761@mail.com)

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#### Skills and Abilities

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Quality Control	Manufacturing
Customer Service	Fiber Optics
Material Handling	Hand & Power Tools

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#### Areas of Expertise

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##### *Warehouse worker*

- Move freight, stock or other materials by hand or using trucks, tractors or other equipment.
- Sort cargo before loading and unloading.

##### *Production*

- Load and unload items from machines and conveyors.
- Operate machinery used in the production process and/or assist machine operators.

##### *Custodial*

- Service, clean and supply restrooms.
- Clean building floors by sweeping, mopping, scrubbing or vacuuming.

##### *Construction Laborer*

- Control traffic passing near, in or around work zones.
- Clean or prepare construction sites to eliminate possible hazards.

##### *Electrical Equipment Technician*

- Assemble electrical systems or prototypes using hand tools or measuring instruments.
- Build, calibrate, maintain, troubleshoot or repair electrical instruments or testing equipment.

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#### Work History

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Graded Staffing - Salty Springs, NY	05/2014 - 01/2018
BIG Staffing Inc. - Fieldstown, NY	08/2013 - 05/2014
Sterman Printing - Arden City, NY	07/2012 - 12/2012
Mido Landfill - Coment, FL	09/2008 - 04/2010
Icetub Dairy - Varytown, NY	06/2008 - 08/2008
Hinkley Communications Inc. - Turner, NY	05/2007 - 12/2007
Temp Work - Saint Louis, MO	12/2006 - 04/2007
Earl Construction - Fieldstown, NY	09/2006 - 11/2006

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#### Education

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High School Diploma	Bouding HS
Certificate IBEW Fiber Optic cabling & splicing	

## Sample 12 - Veteran - Chronological Resume

Peter was honorably discharged from the military in 2008. His 'Military Experience' section shows his years of service and military work experience. Peter's work history has been consistent since leaving the military and a chronological format is a good way to show both aspects of his career.

### Peter Pointe

222 Main Street, Watertown, NY 11211

Peter\_P\_Pointe@mail.com

www.linkedin.com/in/peterpointe/

(111)112-9181

(111)098-9754

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#### OBJECTIVE

To obtain a challenging position in the transportation scheduling, warehousing, materials handling or related field so I can be an active contributor to the organization's productivity.

#### RELEVANT EXPERIENCE

**Inventory and Material Handler**, Huntersville Corporation, Pleasant City, New York, 2015-2017

- Maintained schedule for cleaning crew of 8-10 members assigned to warehouse (32,000 square feet)
- Ensured an average of 400-600 items were ready for shipment each month
- Earned "Rookie of the Month" award for efficient operation of \$3,000 commercial laminator and ability to train three other staff to operate the machine

**Warehouse Material Handler**, Pleasant City Distribution Center, Pleasant City, New York, 2012-2015

- Loaded and unloaded 15-20 delivery trucks (weekly)
- Operated stand up lift
- Was responsible for picking up and maintaining material list of merchandise worth more than \$1.5 million

**Warehouse Material Handler**, Reliable Drugstore, Watertown, New York, 2009-2012

- Ensured more than 800 products were loaded on correct trucks each week
- Operated walker pallet jack
- Received personnel commendation in 2009 for assisting other employees in increasing their accuracy and efficiency when handling materials

#### MILITARY EXPERIENCE

United States Marine Corps, Lance Corporal E-4, Honorable Discharge, 2004-2008  
Air wing operations involved scheduling more than 3,000 flights, filing approximately 500 flight plans, assisting with mission planning for 12 units.

#### EDUCATION

High School Diploma, Watertown High School, Watertown, New York

## Sample 13 - Veteran Entering a Civilian Job, Functional Resume

Steven Marston is a veteran who has recently entered the civilian labor market. The skills he learned in the military that can be transferred to a civilian position are highlighted in the 'Skills' and 'Areas of Strength' sections in his resume.

### Steven Marston

518-620-7900 [slmarston@anymail.com](mailto:slmarston@anymail.com)

#### Profile:

Dedicated professional with four years of outstanding performance in the U.S. military; earned two promotions and excelled as a leader. Accountable and ambitious; able to remain focused and productive in challenging situations. Offering top-quality customer service and security operations.

#### Skills:

Customer Relations  
Operations Asset Protection  
Emergency Preparedness

Crisis Management  
Defensive Techniques  
Firearms proficiency

First Aide  
Internet and Windows  
Fluent in English & Spanish

#### Areas of Strength:

##### ***Security***

Producing a safe environment for customers and staff by providing personal and asset protection via advance security, detail inspections, investigations and emergency response.

- Accounted for the safety of equipment, valued at \$600,000+.
- Secured the personal safety, training and performance of nine U.S. Army soldiers.
- Promoted security operations; monitored and instructed classes consisting of 39 to 130 students, strengthening knowledge and proper execution of First Aid, survival, war tactics and security.
- Provided security response with tenacity, endurance and dedication by remaining of sound mind and proving to be a leader during challenging times in Iraq.

##### ***Customer Service***

Offering productive and friendly services that enhances the performance and ensures a professional customer-focused image for employers.

- Promoted within a short period by demonstrating an overachieving dedication that maximized results for the entire team.
- Provided internal customer service by relating with all personnel in a congenial and professional manner, which facilitated the development of a diversified group.
- Enhanced soldiers' individual and professional growth, developing them into independent decision-makers.

##### ***Operations & Administration***

Ensuring optimal procedures and work-flow operations with experience in organizational leadership.

- Organized schedules for over 39 soldiers, successfully enhancing time efficiency.
- Prevented over 15 cancelations and negotiated contract renewals.
- Implemented a new route, resulting in saved gas cost and minimized work time.

#### Professional Experience:

**U.S. Army National Guard, Sanford, FL** Squadron Leader/Sergeant (2013 to 2017)

#### Education:

**U.S. Army Basic Training, Ft Benning, GA** (2013)

**University High School, Orlando, FL** (2012)

## Sample 14 - Trade industry, Chronological Resume

If you have consistent work history in a trade occupation like Marcus Brown, use the chronological resume format. Marcus' resume highlights his specialized skills and consistent work history.

### Marcus Brown

777 Main Highway 22, Waterville, NY 12586  
(518) 456-9789 marcusbrown22@mail.com

#### Profile:

Carpenter with more than 7 years' experience working year-round on both outdoor and indoor jobs. Skills include: framing, siding, windows, doors and roofing. Finish carpentry skills include flooring and cabinetry. Reliable transportation, has own tools and the ability to pass a background check.

#### Specialized Skills:

- Capability to correctly understand and work according to blueprints.
- Good customer service skills; interacts well with homeowners.
- Ability to work independently or as part of a team.
- Experience working at height and in confined spaces: OSHA10.
- Experience in constructing and installing custom woodwork.
- Ability to start and finish the project on time.
- Experience includes setting trusses and building or setting stairs.

#### Job Experience:

##### Carpenter

Creative Construction Company

**2012 to Present**

Lake George, NY

- Complete tasks as directed by supervisors for installing, repairing and constructing doors, windows, cabinets, shelves and furniture.
- Read blueprints, sketches, drawings and layouts to measure the available space and plan work accordingly.
- Submit material requisition to supervisors and keep track of materials and supplies.
- Use hand and power tools to construct custom cabinets in the shop and on-site.
- Inspect the scale of the repair work and estimate the time needed to complete the project.

##### Carpenter

Bids construction Inc.

**2010 to 2012**

Glens Falls, NY

- Completed repairs and installation of doors, windows and other mill-work.
- Evaluated the project scale and finish time and informed the same to the supervisors.
- Worked according to the blueprints and building plans in assessing the material needs and finish time.
- Created built-in storage spaces, book cases, small room additions and cabinets.

#### Educational Qualification:

High School Diploma

Carpentry Certificate, BOCES, Queensbury, NY



## Sample cover letters

Use the sample cover letters in this section to learn how to format your cover letter. Read tips on how to make your cover letter stand out and see examples of how to sell your skills to the business through your cover letter.

### Sample 1 - Bulleted List Cover Letter

Maria's cover letter shows how her qualifications meet the requirements of the position she is applying for. She uses a bulleted format to draw attention to her "Experience," "Excellence" and "Initiative."

#### Maria Lopez

123 Central Avenue, Pleasant, NY 12206

(518) 222-2222 / m.lopez@mailbox.com

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March 31, 2018

Pat Sanchez  
Human Resource Director  
Your Company  
55 Any Street  
Buffalo, NY 12345

Dear Mr. Sanchez:

I am responding to your advertisement in the February 7<sup>th</sup> edition of the *Online Paper* for an office manager. As I read the requirements, I became convinced that my background and skills match your description of office manager. I have the experience you are looking for, produce excellent work and am not afraid to make suggestions that can increase Your Company's productivity.

- **Experience.** I hold an Associate's Degree in Business from Erie Community College and have 13 years of experience in office management.
- **Excellence.** As an Assistant Production Manager, I earned the "Rookie Management Award" for best team morale and productivity in 2013. While working for Any Corporation as an Office Manager, I received five annual awards for extraordinary efficiency and accuracy; the most recent in 2017.
- **Initiative.** I submitted a proposal to our Division Chief to create an Access 2016 database to maintain records and SOP for our division. The database was implemented. As a result, the company's workload was decreased by 15% in 2016 and 17% in 2017. I received the company's regional "Innovation Award" in 2017 for my efforts.

I am bilingual, enjoy working in a product management setting and feel I have the training and experience to be a true asset to Your Company. A copy of my resume is enclosed for your consideration. I will phone your office early next week in hopes to arrange a mutually agreeable time to discuss my qualifications in more detail.

Sincerely,

*Maria Lopez*

Maria Lopez

## Sample 2 - Table Format Cover Letter

Jeremy's cover letter lists the employer's requirements alongside his qualifications. This tabled and shaded format may draw more attention from employers who may be sifting through hundreds of cover letters.

Jeremy Kline

**12 Broadway, New York, NY 10001**  
(111) 123-4568 / J.Kline@mail.com

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March 31, 2018

Amy Rabbit  
Human Resource Director  
AR, Inc.  
10 State Street  
New York, NY 12345

Dear Ms. Rabbit:

I am responding to your job posting on the New York State Department of Labor Job Bank. As I read the requirements, I became convinced that my background and skills match your description of office manager. I have the experience you are looking for, produce excellent work and am not afraid to make suggestions that can increase AR, Inc.'s productivity.

Your Requirements	My Qualifications
Associate Degree in Business	Associate Degree in Business; Manhattan Community College
5 years of experience managing office; Product management setting	7 years as Office Manager; Sunnyside Corporation, New York, NY  6 years as Assistant Office Manager; Lee's Product Management Co., Brooklyn, NY
Bilingual	Fluently speak, read and write Spanish

I enjoy working in a product management setting and feel I have the training and experience to be a true asset to AR, Inc. Examples of how I have proven myself as a dependable and creative manager with excellent communication skills are included in the attached resume.

I will phone your office early next week in hopes to arrange a mutually agreeable time to discuss my qualifications in more detail.

Sincerely,

*Jeremy Kline*

Jeremy Kline

### Sample 3 - Email Cover Letter

Be sure to write a specific subject in the Subject field of an email message. This may include a job identification number taken from the job posting or the job title you are applying for. Busy employers may not read the email message if the subject is generic; for example, if “Application” is the only word listed in the subject field.

**From:** nina.ashworth@mail.net

**To:** Paul.Smith@email.com

**Date:** January 4, 2018

**Subject:** Project Coordinator for Century Project

Dear Mr. Smith:

John Allison from your office suggested you might have a job opening for a project coordinator to lead your upcoming Century software project.

John tells me the project will require someone with strong Microsoft SharePoint knowledge. As you can see from the attached resume, I ran a project at Grant Technology that involved streamlining the SharePoint file system. The new system is now in use firm-wide.

My supervisors and coworkers praise my ability to take initiative and establish creative solutions for clients. I am committed to continual learning. I am also dedicated to continuing my professional education. I earned my CAPM from the Project Management Institute in 2016.

I would appreciate an opportunity to discuss your requirements for the Century project. I will call you on Tuesday, January 15 to inquire about setting up an interview.

Sincerely,

*Nina Ashworth*

Nina Ashworth

Phone: 123-456-7890

Email: nina.ashworth@mail.net

Address: 123 First Street, Stillwater, NY 12345

## Sample 4 - Email Cover Letter

You should research and use the hiring manager's formal name to ensure your cover letter and resume has reached the correct person. Also, be sure to include your contact's name in the body of the letter. Naming specific people that you have interacted with at the organization may give you an advantage.

**From:** [jrodriguez@gmail.com](mailto:jrodriguez@gmail.com)

**To:** Samuel.Jones@ValleyFallsmed.edu

**Date:** January 4, 2018

**Subject:** Project Coordinator for Cancer Program (Job #43222)

Dear Mr. Jones:

I am writing to apply for the program coordinator position at VFU Medical College. My interest in working with the VFU Medical College began last fall when I met a representative, Jane Smith, at the career fair. As a graduate with a Bachelor's of Science in Industrial Organization, I am eager to leverage my motivation to serve patients and my previous work experience to contribute to your bottom line.

Through my previous experience in administration, I have gained hands-on skills in planning and coordinating routine administrative and financial activities of narrowly defined funded programs. I am accomplished in budget management, internal and external operational liaison, program marketing, database management and reporting and program evaluation, resulting in companywide policy changes. My enclosed resume gives complete details of my qualifications and skills suitable for this position.

I am also deeply passionate about streamlining and optimizing medical programs and records to ensure the best quality of care for patients. I have received awards and praise from employers acknowledging my dedication and capacity to serve. I am specifically interested in working at VFU Medical College as its long history of dedicated service to improve patient care matches my commitment to serve.

I look forward to discussing your program coordinator position and to learn more about the VFU Medical College. I will call you in the next few days to follow up and see if it is suitable to arrange an interview. In the intervening time, I can be reached at 555-263-1678. Thank you for your time and consideration.

Sincerely,

*Juanita Rodriguez*

Juanita Rodriguez

[jrodriguez@email.com](mailto:jrodriguez@email.com)

Cell: 555-263-1678

Attached: Resume









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