



Grossmont College
Career Center / Student Employment Services



The Resume

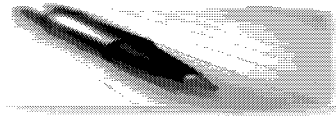
THE ANATOMY OF A RESUME

THE ANATOMY OF A RESUME

Resumes are the core foundation to your job search campaign – an essential tool when marketing you to potential employers. **Get it right** – and the resume can get your foot in the door!

When a potential employer evaluates your resume, he/she will often have a series of *questions* that require instant answers. Because you can't be there to answer them, your resume must be able to stand on its own.

Answers to the following questions need to be obvious:



- * *Who are you?*
- * *What position are you applying for?*
- * *What are your skills and qualifications?*
- * *What work experience do you have that directly relates to the job you're applying for?*
- * *Are you worth the salary the job pays? What will be your worth to the employer if you get hired?*
- * *What will you bring to the company that other applicants can't or won't?*
- * *Will hiring you benefit the company in the short term and long term?*
- * *If you get hired, will you be able to help the employer solve the problems or challenges it's currently facing?*
- * *What sets you apart from all of the other applicants?*

The resume acts as a **sales tool** and offers a preview of what an employer can expect from you now and in the future. A resume needs to shout out "**Hire me!**" not "**File me!**"

Creating a powerful resume is a challenging process that takes time, planning, much thought and the willingness to make revisions until the document created is perfect.

THE MARKS OF A TOP QUALITY RESUME



Eye Appeal/Professional Appearance

The visual presentation of your resume is critical. Lasting impressions can be formed during the first five seconds a resume is read.

- * White paper is sharp, “clean” and attractive. Colors such as ivory, light blue or light grey papers are distinctive, yet conservative and can be considered.
- * Use matching stationery and envelopes for your cover letters. *Quality paper is a must.*
- * Typestyles that are distinct, neat and aesthetically pleasing enhance “*read-ability.*” Most resumes are prepared in a Times Roman typestyle. Alternative typestyles such as Arial, Bookman, Fritz, Garamond, Helvetica, Krone, Omega or Soutane are acceptable.
- * Font size:

Name	14 to 18 pt. bold
Address	11 to 12 pt. bold
Body	11 to 12 pt. regular
- * Proofread, proofread and proofread again! If the reader detects misspellings, crowding, smudges, clumsy wordy writing or a confusing layout, the result will be - **NO INTERVIEW!** A resume is completed when it is *perfect.*
- * Leave a lot of white space and right justify the text for a cleaner look.

Length

Be Brief, Concise and to the Point!

Resumes can be (1) page or (2) pages depending on the individual’s background, specialty or industry and how the content supports the job target. Longer resumes are acceptable for experienced professionals and are common in education and research fields, where teaching or published works are included on the resume or ***Curriculum Vitae.***

Order of Presentation

The most essential elements are your name, address (present and permanent), telephone numbers, (*if your cell phone is your best daytime or 24-hour number, then put that down*) and email address. Personal information should be prominently displayed at the top of the page. List employment background and education in ***reverse chronological*** order – with your most recent experience first.

CAREER OBJECTIVE or FOCUS STATEMENT

Focus on the employer’s needs! The “Focus” Statement still allows you to define what sort of position you want and convey your qualifications. Focus statements should be brief, one or two sentences at the most directed to what the employer wants. *The following terms can be used as an alternative to “Objective” or “Focus”:*

Aim	Goal	Qualifications
Aspiration	Intent	Skills
Competency	Mission	Specialist
Concentration	Objective	Specialization
Direction	Plan	Strengths
Expertise	Proficiency	Talents
Focus	Proposal	Target
Forte	Purpose	Vocation

Profile, Key Features or Qualifications Summary

This area summarizes number of years of professional experience in the specific industry, a functional specialty or title, expertise, strengths, or specialization, certification, graduate degree or licensure. Take the opportunity to use **“Keywords”** (see page 14) in this section. Consider the following example:

“Eight years of professional experience in both inside and outside hotel sales. Consistently exceeded sales and profit goals for corporate bookings; created new sales incentive program that effectively kept existing accounts, featuring attractive gift certificates for trips, meals, and hotel accommodations. Specialized in the facilitation of strategy meetings for sales representatives implementing sales territory assignments and objectives.”

The introductory *Profile* or *Qualifications Summary* can also be titled any of the following:

Accomplishments	Key Features	Skills Summary
Background	Keyword Summary	Strengths
Career Summary	Professional Profile	Summary of Qualifications
Chronology	Features and Benefits	Professional Qualifications

Professional Experience/Work History

This section is the main emphasis of the *Chronological Format Resume*. List employers, job titles and dates in **“reverse” chronological** order. Include related volunteer work, internships, part-time or summer jobs held while in school, and temporary work.

Bullet points when listing accomplishments, competencies, skills or duties under each employer. Begin sentences with *Action Verbs* (see page 16). In addition, use related *Keywords* Words. (Be careful not to be redundant when using *Action Verbs* or *Key Words*.) Consider the following questions when you write your experience:

1. **What were your top three responsibilities?**
2. **What specific actions did you take to accomplish your job?**
3. **What skills did you use in the job? How did you use them? What was the result? (Remember to remain brief and concise!)**

Education, Credentials and Licenses

If you have college training, or trade school, include dates of graduation, certificate of completion, credentials, licenses or a testing process that is relevant to your field. Unless you are a recent high school graduate, do not list your high school or graduation date. List your grade point average only if it's to your advantage to do so.

Honors

*

Awards

*

Affiliations

Note all honors, special awards, scholarships and Dean's List recognitions. Listing related *Activities* and *Affiliations* is recommended. This is an ideal way to showcase achievements; completed projects; noteworthy accomplishments; a brief list of outside activities, memberships, civic involvements, etc. List all pertinent memberships and offices held on campus and/or community organizations. Employers are looking for demonstrated leadership.

SELECT AN APPROPRIATE RESUME FORMAT

There are many different types of resumes from which you can select an appropriate format to communicate your qualifications to employers. The most common types include:

- Chronological resume
- Functional resume
- Combination resume
- Resume letter

Each type and corresponding format has advantages and disadvantages, depending on your purpose and audience. The format you choose should reflect your personal situation.

Criteria for Selecting Resume Formats

CHRONOLOGICAL

Advancement within your present occupational area. Demonstrates a strong job-related background.

FUNCTIONAL

Lack of work experience in an occupational area, wish to change careers, or re-enter the job market after a lengthy absence.

COMBINATION

Changing careers but have substantial work experience directly or indirectly related to occupational area.

RESUME LETTER

Can be used as a substitute for the other resume formats under special conditions: combines the Cover Letter, Resume and References into one document, and is used when an individual is moving to a similar position within another organization or when transferring within the same organization.

Chronological Resume Worksheet

Name _____
Address _____
Phone _____

Employment Objective: _____

Employment History:

Name of Company _____ Job Title _____
City/State _____ Dates of Employment _____
Job Duties _____
Job Skills _____
Employment Accomplishments _____

Name of Company _____ Job Title _____
City/State _____ Dates of Employment _____
Job Duties _____
Job Skills _____
Employment Accomplishments _____

Name of Company _____ Job Title _____
City/State _____ Dates of Employment _____
Job Duties _____
Job Skills _____
Employment Accomplishments _____

Education:

School Name _____
City/State _____ Dates of Attendance (if recent) _____
Major(s) _____ Degree/Certificate Earned _____
Academic Accomplishments _____
Summary of Skills _____

Licenses and Certifications: _____

Professional Memberships: _____

(This is a general format. Actual content and layout will vary and not all items are required or necessary.)

Functional Resume Worksheet

Name _____
Address _____
Phone _____

Employment Objective: _____

Skill Summary:

Skill _____
Description _____
Skill _____
Description _____
Skill _____
Description _____

Summary of Employment Experience:

Experience (Occupation/Job Title/Function) _____
Description _____
Experience (Occupation/Job Title/Function) _____
Description _____
Experience (Occupation/Job Title/Function) _____
Description _____
Experience (Occupation/Job Title/Function) _____
Description _____

Accomplishments:

- 1) _____
- 2) _____
- 3) _____

Education:

School Name _____
Major(s) _____ Degree/Certificate Earned _____
Academic Accomplishments _____
Summary of Skills _____

Licenses and Certifications: _____

Professional Memberships: _____

(This is a general format. Actual content and layout will vary and not all items are required or necessary.)

Combination Resume Worksheet

Name _____
Address _____
Phone _____

Employment Objective: _____

Summary of Skills and/or Experience:

Skill/Experience _____
Description _____
Skill/Experience _____
Description _____
Skill/Experience _____
Description _____

Accomplishments:

- 1) _____
- 2) _____
- 3) _____

Employment History:

Company Name	Job Title
_____	_____
City/State _____	Start Date _____ End Date _____
Company Name	Job Title
_____	_____
City/State _____	Start Date _____ End Date _____
Company Name	Job Title
_____	_____
City/State _____	Start Date _____ End Date _____

Education:

School Name _____
City/State _____ Dates of Attendance (if recent) _____
Major(s) _____ Degree/Certificate Earned _____
Academic Accomplishments _____
Summary of Skills _____

Licenses and Certifications: _____

Professional Memberships: _____

(This is a general format. Actual content and layout will vary and not all items are required or necessary.)

Resume Builder Worksheet



Identifying Information	
Name	
Address	
City, State, Zip	
Home Phone	
Work Phone	
Email Address	
Other	

Career Objective or Summary
The career objective or summary of work experience should include a brief summary of your employment background, the scope of your responsibilities, industry, and any other skills you may have which relates to the job objective on your resume.

Skills Summary	
Skill(s)	Description of Skill(s)

Relevant Coursework
If listing relevant coursework, be sure to list courses relevant to the job objective on the resume.

Educational Background

List most advanced degrees first (i.e. Bachelors or Masters). Include all degrees and certificates in "reverse chronological" order.

Name of School	
Address	
Dates Attended	
Degree/Credits Earned	
Name of School	
Address	
Dates Attended	
Degree/Credits Earned	

Work Experience

List employers, job titles and dates in "reverse chronological" order and provide a brief description of your work responsibilities and accomplishments. Continue listing work experience on a separate sheet of paper if needed. In general, the last 10 years of work history should be included on your resume.

Job Title			
Company			
Company Address			
Start Date (month/year):		End Date (month/year):	
Description of responsibilities and accomplishments:			

Job Title			
Company			
Company Address			
Start Date (month/year):		End Date (month/year):	
Description of responsibilities and accomplishments:			

Professional and/or Volunteer Activities

Your Role	Organization	Start Date	End Date

Honors/Awards/Activities

Organization	Date Received

References

References are usually listed on a separate sheet of matching stationery and made available at the request of the employer.

List the names of people who would be willing to talk to employers about your ability to do the job. Be sure to include the relationship of the person to you (friend or relatives) or job title (for supervisors or teachers) and phone number.

APPEARANCE CHECKLIST

- ☞ Is everything set up the way you want it?
- ☞ Are there any typographical errors?
- ☞ Is all the punctuation correct?
- ☞ Have you remembered that the first glance and the first feel of your resume can make a powerful impression?
- ☞ Has everything been underlined, capitalized, bolded, italicized and indented correctly?
- ☞ If you have used more than one page, is your name, address and telephone number on every page?
- ☞ If more than one page, did you add page numbers to your resume (“1 of 2” at the bottom of the first page, and so on)?
- ☞ Is the paper you have used good resume-quality paper with a weight designation between 16 and 25 lbs.?

TRANSFERABLE SKILLS

The Transferable Skills below have been clustered under several general categories. The following list is only a partial representation of skills that can be classified as "transferable." Additional lists and information on Transferable Skills are available in the Career Center.

- ☞ **Managing Yourself**
Efficiency, Dependability, Flexibility, Integrity, Persistence, Drive and Conformity
- ☞ **Working With Difficult Situations**
Accepting Discomfort, Accepting Repetition, Responding to Pressure, Taking Chances, Responding to Feedback and Dealing with Emergencies
- ☞ **Working With Details**
Being Precise, Organizing, Following Procedures, Attention to Details and Verifying
- ☞ **Body Movement**
Manual Dexterity, Motor Coordination, Stamina/Strength and Acting Quickly
- ☞ **Working With Machines or Tools**
Operating, Adjusting and Assembling
- ☞ **Working With Numbers**
Counting, Calculating, Measuring, Estimating, Budgeting and Numerical Reasoning
- ☞ **Communicating With Others**
Reading, Writing, Editing, Explaining, Questioning and Using Emotions
- ☞ **Working With Ideas**
Visualizing, Drawing and Designing
- ☞ **Deciding**
Ability to Discriminate Sounds, Colors, Shapes and Depth, Using Facts and Experience and Judging Beauty
- ☞ **Thinking**
Investigating, Structuring, Planning, Analyzing and Synthesizing
- ☞ **Working With Others**
Serving, Treating, Tact, Cooperating, Understanding and Advising
- ☞ **Leading Others**
Deciding, Directing, Initiating, Convincing, Confronting, Negotiating and Training

Remember – *This is an overview of transferable skills. Think about your specific talents. How might they translate to the world-of-work?*

KEYWORDS

What are Keywords?

Keywords were introduced in the 1980's as "buzzwords." Good resumes always include words that employers look for as an indicator of experience and competence. The most common type of keyword employers search for is a position title. Use your industry or discipline's keywords along with logical synonyms.

With the advent of electronic resume screening tools, it has become more important to use specific keywords in your resume. Internal job descriptions are usually built of nouns and verbs that describe the skill sets required for the job. Your resume should be built the same way, with nouns that identify the skill sets or competencies and action phrases that describe your professional behavior and achievements with these.

Screening software focuses on skill sets or nouns and the computer identifies those resumes that include matching skills. The following list incorporates sample Keywords from various occupations.

Keywords - Nouns

ADMINISTRATION:

Administration	Document Management	Liaison Affairs	Records Management
Back Office Operation	Executive Officer Support	Meeting Planning	Regulatory Reporting
Client Communications	Facilities Management	Office Management	Technical Support
Contract Administration	Front Office Operations	Product Support	Time Management
Corporate Secretary	Government Affairs	Project Management	Workflow Planning

HOSPITALITY:

Amenities	Food & Beverage Operations	Meeting Planning	Resort Management
Banquet Operations	Guest Satisfaction	Menu Planning	Service Management
Budget Administration	Hospitality Management	Occupancy	Signature Property
Club Management	Inventory Planning	Portion Control	Vendor Sourcing
Customer Retention	Labor Cost Control	Purchasing	VIP Relations

Keywords – Nouns (Continued...)

INTERNATIONAL BUSINESS:

Acquisition	Emerging Markets	Global Marketing	Licensing Agreements
Barter Transactions	Expatriate	Import	Local National
Channel Development	Export	International Financing	Market Entry
Cross-Border Transactions	Foreign Investment	International Subsidiary	Start-Up Venture
Diplomatic Protocol	Global Expansion	Joint Venture	Technology Transfer

MANUFACTURING & OPERATIONS MANAGEMENT:

Asset Management	Distribution Management	Master Schedule	Quality Circles
Capacity Planning	Ergonomically Efficient	Multi-Site Operations	Safety Training
Capital Budget	Just-In-Time	On-Time Delivery	Traffic Management
Concurrent Engineering	Labor Efficiency	Process Automation	Work in Progress
Cycle Time Reduction	Logistics Management	Production Output	Yield Improvement

RETAIL:

Buyer Awareness	Inventory Control	Pricing	Specialty Retailer
Customer Loyalty	Loss Prevention	Retail Sales	Stock Management
Distribution Management	Mass Merchants	Security Operations	
Hardgoods	Merchandising	Softgoods	

ACTION VERBS TO USE

Action verbs that address your **Planning** skills including:

Conceive	Estimate	Invent	Reorganize
Create	Experience	Justify	Revise
Design	Form	Laid out	Schedule
Develop	Formulate	Organize	Solve
Devise	Initiate	Originate	Systematize
Engineer	Innovate	Plan	Tailor
Establish	Institute	Project	Transform

Action verbs that address your skills in **Directing** employees including:

Administer	Decide	Head	Prescribe
Approve	Delegate	Instruct	Regulate
Authorize	Determine	Led	Specify
Conduct	Direct	Manage	Supervise
Control	Guide	Order	Train

Action verbs that suggested that you have skills in **Assuming Responsibilities**:

Accept	Establish	Initiate	Perform
Achieve	Evaluate	Install	Prepare
Adopt	Experience	Integrate	Receive
Check	Arrange	Maintain	Reduce
Classify	Assemble	Made	Review
Collect	Assume	Operate	Sold
Construct	Halt	Audit	Simplify
Describe	Handle	Built	Use
Develop	Improve	Overcame	Utilize
Double	Implement		

Action verbs that embody an ability to provide effective **Service** include:

Carried out	Expand	Inspect	Rewrote
Commit	Expedite	Install	Sent
Deliver	Explain	Issue	Service
Demonstrate	Facilitate	Procure	Submit
Earn	Furnish	Provide	Transmit

Interactive skills with people are suggested by the use of these action verbs in your accomplishment statements:

Advise	Contribute	Inspire	Promote
Aid	Cooperate	Interprete	Recommend
Apprise	Coordinate	Interview	Represent
Clarify	Counsel	Mediate	Resolve
Confer	Help	Negotiate	Suggest
Consult	Inform	Participate	Unify

Finally, your **Investigative** skills emerged with use of these action verbs:

Analyze	Correlate	Investigate	Review
Assess	Discover	Observe	Search
Calculate	Evaluate	Prove	Study
Compute	Familiarize	Research	Verify

Sample Resume Formats

Please Note

Information provided in the attached resume samples are fictional and have been provided as possible format examples only.

Additional resume samples and resume reference materials are available in the Grossmont College Career Center.

Chronological Resume Format

Katherine Copper, CPA

1234 Bentley Avenue
San Diego, CA 95102

Professional Objective: CPA position in a public accounting firm.

SKILLS SUMMARY:

- Auditing, payroll and corporate tax preparation experience.
- Passed all four parts of the CPA exam first attempt.
- Team player; work well under pressure and meeting tight deadlines.
- Professional; loyal; efficient with strong attention to detail.
- Managed retail store account, turned a \$10,000 loss into a \$3,000 net profit.

WORK EXPERIENCE:

Junior Accountant

William Baines, CPA – La Mesa, CA (1988 to Present)

Auditing

Conducted a review of lending institution's records:

- Selected random sample of transactions.
- Conducted compliance testing drafted final report for the client.

Accounting & Taxes

- Prepared quarterly payroll and sales taxes for over 30 individuals.
- Filed corporate taxes for three corporations.
- Reconciled bank statements to clients' books.
- Reconstructed accounting records from clients' checks and cash receipts.
- Searched out-of-state tax codes relevant to client's income tax.

Computer Skills

- Posted clients' journals to computer and created general ledgers.
- Generated financial statements and accountant compilation and review notes.
- Worked with Macintosh and Windows operating systems.

Manager

Seaside Art Supplies, Pacific Beach, CA, (1983 – 1989)

- Managed art supply business.
- Increasing company profits by 30% with investment/cost reduction strategies.
- Prepared company tax returns.

EDUCATION

B.S. - Business Administration, accounting emphasis (1986)
San Diego State University, San Diego

Functional Resume Format

Tony Carpenter
54354T Ferndale Avenue
Santee, CA 92071
(619) 858-8585

Junior Accountant SUMMARY

- Continuous studies toward goal of attaining Business/Accounting degree; courses completed:
Financial Accounting, Managerial Accounting, Business Law: Legal Environments/Bus
- Skilled in using QuickBooks for Windows and handling accounts payable/receivable
- Experience in handling computerized payroll, balancing daily transactions and bank reconciliation
- Resourceful in problem solving; learn quickly
- Excellent rapport with customers, co-workers, and business associates
- Maintain 3.9 GPA in college course work

EDUCATION

Candidate for A.S. Degree in Business Management – Grossmont College, May 2005

PROFESSIONAL EXPERIENCE

BOOKKEEPING & ACCOUNTING

Responsible for bookkeeping encompassing six store locations
Prepared monthly financial statements and bank reconciliations
Balanced daily transactions and verified that job costs were properly charged
Deposited daily receipts; processed accounts payable/receivable

OFFICE COORDINATION/ MANAGEMENT

Authorized vendor payments
Organized and supervised large-scale project mailings
Tracked daily project sales to determine profit, loss and goal attainment
Analyzed sales data and wrote reports; recommendations resulted in 30% savings for organization
Resolved customer complaints and personnel issues

CUSTOMER SERVICE

Assisted customers with financial transactions
Input transactions into computer
Maintained excellent rapport with customers, co-workers and business associates
Participated in company sponsored volunteer activities

EMPLOYMENT HISTORY

2000 -present	Office Mgr/Bookkeeper	Joe's Deli & Bakery, Lemon Grove, CA
1998 -2000	Teller	First Trust Bank, San Diego, CA

HONORS AND AWARDS

1997	Eagle Scout Award, Boy Scouts of America
1998	San Diego Chess Club Champion

Health Care Program Administration

Katherine Conner

8004 Murphy Street
San Diego, CA 92762
(858) 111-2444
Katherine@email.com

Qualifications

- ◆ Medicaid Programs Administrator offers successful experience and up-to-date, comprehensive knowledge of Medicaid services and limitations, and California Medicaid Management Information System. Broad scope of expertise in key areas such as:

Medicaid policies and procedures	Medicaid prescribed drug program
Hospital, physician, and pharmacy billing	Centralized, electronic, and DUE claims processing
Claims troubleshooting and problem resolution	Social service and counseling programs
Case management and utilization review	Coding and medical terminology

- ◆ Demonstrated ability to provide extensive technical support for pharmacies, hospitals, and physicians. Sound judgment across a wide spectrum of programs and applications, demonstrating an analytical approach to problem solving.
- ◆ Able to develop and deliver in-depth, hands-on training for Medicaid claims processing and billing programs. Exceptional interpersonal and communication skills, particularly in the areas of presentations, management reporting, people development, team building, research, negotiations, and management information systems.
- ◆ Adapts to new situations and requirements easily; quickly able to develop a productive rapport with diverse populations.
- ◆ Resourceful and creative; skilled in the planning and execution of programs and projects for optimum results.
- ◆ Recognized as a focused, practical thinker who is willing to devote the time and energy, as well as take reasonable risks, to accomplish outstanding results.

Professional Experience

State of California

1999 – Present

Program Specialist, Health Care Administration Agency (1999 - Present) Coordinate and implement policy and procedures to insure Medicaid program compliance and consistency. Provide technical support for providers and assist with written and verbal inquiries for health care and pharmacy billing and claims issues. Supervise two staff members handling provider inquiries and research requests. Maintain open communications with providers and recipients alike.

Counselor 11 - HCA (1997 - 1998) Directed the effective provision of counseling services for Medicaid clients relevant to established policies and procedures of the program, eligibility and scope of services available. Worked closely with staff and community agencies to interpret Medicaid policies and resolve problems. Served as Acting Supervisor as needed.

Counselor 11 - HRS (1993 - 1996) Maintained an active case management of 200+ clients. Extensive field work including client home visits. Provided educational and counseling to insure that children were receiving physical examinations, dental care, and eye examinations on a regular basis. Maintained up-to-date client and approved provider's record. Promoted from Counselor I in 1995.

Education

Masters, Public Health, San Diego State University (2004)

B.S. Sociology, University of California, Irvine (1992)

Affiliations

Soc. For Social Work Administrators in Health Care 2001 to date

American Academy of Medical Administrators, 2002 to date

DAVID TOMLINSON, RN, CNOR

9001 Maple Drive
San Diego, CA 11111
(614) 555-9019
david@email.com

CERTIFIED REGISTERED, NURSE - OPERATING ROOM (OR)

Training, Supervision, and Leadership Skills

- Highly Skilled Nursing Professional with qualifications in nursing and management
- Quality nursing care and demonstrated commitment to superior patient service
- Proven leader in providing backup and support for physicians and surgeons
- Cost containment individual through quality management and inventory control

SUMMARY OF SKILLS

- OR Specialty; Vascular, General, Thoracic, Renal
- Scrub Experience
- Experienced Circulator
- IV and Ventilator Therapy
- Adhere to High Ethical Standards; Professional Integrity
- Staffing/Training and Development
- Routine Physical Assessments
- Triage and Crises Intervention
- Educator/Liaison to Patient, Family, and Peer Group
- Superior Performance in Critical Unit

PROFESSIONAL EXPERIENCE

Scripps Memorial Hospital, San Diego, CA 1992-Present

Circulating Nurse Coordinator (Staff Operating Room Nurse rotating to all specialties)

- > Developed organizational system for effective management of cases, personnel, and surgeon start time
- > Reduced operating suite turnover time from 32 minutes to 9 minutes
- > Participant on Cost Containment Committee; reduced expenses without compromising quality of care

UCSD Healthcare, San Diego, CA 1990-1992

Operating Room Nurse - Per Diem (While attending school at USD)

ALVARADO HOSPITAL, San Diego, CA 1986-1990

Registered Nurse (Office/Operating Room)

- > Operating Room Coordinator~ pre/post-op educator

GENERAL HOSPITAL, Los Angeles, CA 1984-1986

Registered Nurse I/Specialty Nurse

- > Primary patient care, providing continuity of pre/post-op care; charge experience
- > Specialty nurse responsible for orientation and staff development; coordinated daily schedule of OR

EDUCATION & TRAINING

BSN/Master's Program (1992)
B.S. Nursing (1984)

University of San Diego
Point Loma Nazarene – Mission Valley

AFFILIATIONS

Association of Operating Room Nurses (AORN) (1988 to Date)

Abby McDonald
1664 Shell Street
El Cajon, CA 92020

(619) 234-5678

Administrative Assistant

Nine years of professional experience in Office Management and Administrative positions. Organized, efficient and precise with strong communication and liaison skills. Able to coordinate multiple projects simultaneously and meet deadlines under pressure. Outstanding record of flexibility and adaptability to any assignment. Member in good standing with the National Association of Executive Secretaries and Administrative Assistants.

- Skilled in MS Word, EXCEL, PowerPoint
- Mastery of office skills with attention to detail
- Unique problem resolution and time management experience
- Typing: 75 WPM, proficient with computer graphics and desktop publishing
- Knowledge of communication systems including remote dictation, fax access, and data port access for download
- Understand different cultures and practices of diverse workforce

WORK EXPERIENCE:

Secretary

- ❖ JOHNSON'S WATER PURIFICATION SYSTEMS, JAMUL, CA 1998 to Present
 - Composed correspondence and scheduled appointments
 - Conduct annual customer satisfaction survey and compile data
 - Re-organized office files to improve office efficiency
 - Transcribe minutes for Executive Board meetings
 - Responsible for coordinating office travel and special events
 - Supervise temporary workers

Receptionist

- ❖ BILL JONES AUTOMOTIVE REPAIR, SAN DIEGO, CA 1997-1998
 - Responsible for multiple phone lines
 - Cash handling – processed customer payments
 - Typed office correspondence
 - Maintained file system and customer database

Part-Time Clerk

- ❖ QUALITY DAIRY, DALLAS, TX 1996 – 1997
 - Stocked shelves
 - Conducted inventory
 - Assisted customers
 - Provided milk deliveries

EDUCATION:

A.S. BUSINESS OFFICE TECHNOLOGY - 2003
(Administrative Assistant Emphasis)
Grossmont College, El Cajon, CA

AFFILIATIONS:

Nat'l Association of Exec. Secretaries and Admin. Assistants, 2004 to present

BRITTNEY LYONS
409 Banner Lane
San Diego, CA 90650
(619) 788-2641 email@email.com

OBJECTIVE: Position in child care or teaching
in a public/private school or day care center.

SKILLS SUMMARY

- ◆ Experienced in child development and child rearing practices
- ◆ Motivated, enthusiastic, and results-focused individual
- ◆ Skilled in setting up safe, healthy, and stimulating environment, emphasize good nutrition; initiate opportunities for active and quiet play
- ◆ Committed to life-long education in the child development field
- ◆ Patient, confident and enjoy working with children
- ◆ Fluent in English and French

EDUCATION

Candidate for B.S. in Education -Fall 2006
at San Diego State University, San Diego, CA
A.S. Child Development Master Teacher (2002)
Grossmont College, El Cajon, CA

RELEVANT EXPERIENCE

Curriculum/Program Design:

- Design curriculum to assist children in the development of social skills and positive self-image.
- Prepared lesson plans for introduction of reading skills for pre-school students.
- Evaluate children's progress and program goals.
- Proficient at integrating outdoor activities, arts, crafts and creative music into curriculum.

Instruction Methodology:

- Supervised three- and four- year olds, teaching them basic skills in reading and math.
- Address the intellectual, emotional, social, cultural and physical needs of children.

Communication Skills:

- Presentation and writing skills
- Interpersonal and "people" skills
- Keep accurate records of child's progress and communicate child's progress and needs with parents.

EMPLOYMENT HISTORY

2002 – Date	Nursery School Teacher	Holly's Pre-School, La Mesa, CA
2001 – 2002	Day Care Center Volunteer	Cuyamaca College, El Cajon, CA
1998 – 2001	Clerk	Target, El Cajon, CA

Raine Milton

555 Lender Avenue #65

El Cajon, CA 95201

619.330.1682 rmilton@aol.com

WEB MASTER

PROFESSIONAL PROFILE

- Web-head techie looking for long and short-term Web, Internet, and eCommerce projects and assignments utilizing heavy JAVA, HTML, Web browsers, and MS applications.
- Highly skilled in troubleshooting and problem - solving complicated situations.
- Background in building and updating Web sites, researching projects, and consulting for general business, education, music, movies, games, sports, and independent retail companies.
- Dependable and conscientious; accurate at detail work.

EDUCATION

Candidate for B.S. in Computer Science –Spring 2005

San Diego State University, San Diego, CA

A.S. Computer Science, Web Master Emphasis (2000)

Grossmont College, El Cajon, CA

RELEVANT EXPERIENCE

Software Integration

Assisted school in hardware/software integration with all the middle-level schools in the district.

Teaching/Training

Presented computer workshops to middle and elementary-level students.

EMPLOYMENT HISTORY

Independent Contractor- Web Surfing, 2000-current

Undertake challenging projects to assist companies and individuals with software and hardware concerns. Examples include:

Bill's Sport Shop - Built and maintain a Website promoting University sport merchandise and sport memorabilia. State-of-the-art site encouraged worldwide business and quadrupled sales in the first year.

Broadbased Productions - Developed successful marketing and promotional application tools that partnered with Sony to create a local commercial. Fast tracked the production and delivered final product in only five weeks.

San Diego Brokerage - Assisted with online trading and brokerage Website to broaden customer base and cross-sell banking services.

LogicTech - Mined the Internet to locate and identify potential avenues of growth for startup business.

DAVID R. RAY, M.D.

2638 East Westman Street
San Diego, CA 91246
Available for Relocation

Residence: (858) 398-6819
Facsimile: (858) 398-6820
Email: drr@email.com

QUALIFICATIONS

PHYSICIAN EXECUTIVE qualified for senior-level management opportunities where strengths in strategic planning, development, and visionary leadership will promote high-growth business ventures. Highlights:

- **Market-Driven Executive** - Initiated business re-engineering in a 50-physician practice to address the emerging commercialization of medicine; cut operating costs through innovative cost-containment programs; brought consensus among divergent interests during transition to market-focused paradigm.
- **Academic Qualifications** - Harvard Executive MBA program graduate with management and financial skills backed by clinical competence of 17+ years of practice as a board-certified internist and anesthesiologist. Substantial experience in emergency services and special operations .
- **International Orientation** - Advanced the accessibility of health care in third world nations through commitment to international healthcare organizations (trips to Honduras, Mexico, and Vietnam as team chief and service as program director for an overseas teaching hospital).
- **White House Fellowship** - Regional finalist among highly competitive candidate list of 600+; seeking to address global health care issues (special project: research for development of counter-strategies for medical terrorism).

PROFESSIONAL EXPERIENCE

HEALTHCARE MANAGEMENT- Partner, Talbot Medical Consultants, San Diego, CA	1/91-Present
Partner, Abbott Medical Group, San Diego, CA	1/86-12/91

Provide executive leadership as managing partner in a 50-physician group generating \$25 million in annual revenue. Lead through hands-on involvement in financial affairs, professional/support staff administration, service planning, patient care, quality improvement, peer review, and credentialing. Well-versed in managed-care operations and negotiation of managed care/capitation contracts. Provide comprehensive anesthesia services and internal medicine consultations for Memorial Hospital and other locations. Accomplishments:

- ▶ Led practice through successful transition to thrive in a managed-care environment utilizing new market-driven, community-oriented patient care model.
- ▶ Delivered significant savings through development of operational enhancements and strategic alliances.
- ▶ Researched and implemented computerized digital technology for cellular, paging, and voice mail services.
- ▶ Consultant for critical start-up of innovative home pain management therapy service.
- ▶ Resolved sensitive physician relations issues as member of Medical Staff Quality Council for 250-bed hospital.
- ▶ Mentored new physicians, helping to grow practice by 15%.

OPERATIONS MANAGEMENT- Chief, Aerospace Medicine, U.S. Air Force Reserves 1987-Present
Plan and direct medical services to ensure health and combat readiness of 48 aircrew and over 900 ground personnel. Liaison between flying squadron and medical services. Participate regularly in flying missions including active duty deployments and mission qualification in RF4-C, a supersonic fighter aircraft. Directly supervise 15 officers and enlisted personnel. Additionally accountable for public health and safety, bio-environmental engineering, and occupational health issues.

* Continued *

Accomplishments:

- ▶ Selected for fast-track promotion to rank of Major and Lt. Colonel.
- ▶ Designed and implemented innovative flying safety and emergency medical training programs.
- ▶ Recipient of two Air Force Achievement Medals, Air Force Outstanding Unit Award, Armed Forces Reserve Medal, and National Defense Service Medal.
- ▶ Wrote 100-page guide to human factors and physiological stress in flying advanced tactical fighter aircraft, providing flight surgeon support for the zero mishap record during the ANG transition to F-16 aircraft.
- ▶ Formerly served as Chief, Clinical Services (1987-1990); Commander, Squadron Medical Element (1982-1987); and General Medical Officer (1980—1982).

Prior Experience:

- ▶ Clinical Faculty, Department of Internal Medicine, Virginia Medical Center 1978-1980
- ▶ Attending Physician, Emergency Dept., New Falls County Medical Center 1977-1978
- ▶ Medical Director, Medical Clinic 1977-1978

EDUCATION

M.A., Management – Harvard University, School of Business, Cambridge, MA	1992-1994
Residency in Anesthesiology-Virginia Medical Center, Point West, VA	1981-1984
Residency in Internal Medicine-Virginia Medical Center, Point West, VA	1977-1979
M.D.-University of California at San Diego, San Diego, CA	1976
B.S., Biology (cum laude)-San Diego State University, San Diego	1971

CERTIFICATION, LICENSURE

- Diplomate-National Board of Medical Examiners
- Diplomate-American Board of Internal Medicine
- Diplomate-American Board of Anesthesiology
- Flight Surgeon-USAF School of Aerospace Medicine
- Medical Licensure-Virginia and California

AFFILIATIONS

- American College of Physician Executives
- Aerospace Medical Association
- American Society of Pathologists
- California Society of Pathologists
- American Medical Association

PROFESSIONAL APPOINTMENTS

- Utilization Review Committee-Virginia Medical Center
- Medical Staff Quality Council-Virginia Medical Center
- Chair, Department of Pathology-Children’s Hospital
- District Director and Board of Directors-Virginia Society of Pathologists

ADDITIONAL INFORMATION

- Commercial Pilot
- Conversant in Spanish and French

References

“The Resume” was created and developed by the Grossmont College Career Center and Student Job Placement office staff. The following sources were referenced and/or provided authorization for reprinting of educational material for this handout.

Block CPRW, J. and Betrus CPRW, M. (2004) **202 Great Resumes**. New York, NY: McGraw-Hill.

Enlow CPRW, W. (1998) **Resume Winners from the Pros**. Manassas Park, VA: Impact Publications.

Enlow CPRW, W. (1998) **1500+ KeyWords for \$100,000+ Jobs**. Manassas Park, VA: Impact Publications.

Parker, J. (1986 and 1988) **The Resume Catalog: 200 Damn Good Examples**. Berkeley, CA: Ten Speed Press. PP. 157.

Rich, J. (2000). **Great Resume Get Noticed, Get Hired**. (First Edition). New York, NY: LearningExpress, LLC.

Whitcomb, S. (2003) **Resume Magic**. (Second Edition). Indianapolis, IN: Jist Works.

Yate, M. (2003). **Resumes That Knock ‘Em Dead**. (5th Edition). Avon, MA: Adams Media Corporation.

THE RESUME

Created and Developed by
Grossmont College Career Center
August 2009

G R O S S M O N T
C O L L E G E



8800 Grossmont College Drive
El Cajon, CA 92020

GCCCD GOVERNING BOARD MEMBERS:

Rick Alexander
Greg Barr
Bill Garrett

Mary Kay Rosinski
Deanna Weeks

STUDENT MEMBERS:

Christopher Enders
Charles Taylor III

GCCCD CHANCELLOR:

Cindy L. Miles, Ph.D.

GROSSMONT COLLEGE PRESIDENT:

Sunita V. Cooke, Ph.D.