

Justin Time

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OBJECTIVE: Entry level position in office support or customer service

PROFILE:

- Excellent telephone/communication skills
- Proficient in Microsoft Word, Excel, Windows Applications, Internet, and E-mail
- Friendly, courteous and articulate
- Take pride in doing a job well, willing to learn
- General working knowledge of business machines

RELEVANT EXPERIENCE:

Office

- Typed letters, envelopes, labels, and invoices
- Ran copies on Xerox machine; refilled paper and toner
- Completed basic accounting class; familiar with use of calculator
- Answered phones, sold computer training courses and enrolled students in IBMPC courses as Administrative Assistant at Computers! Computers! retail store
- Assisted architectural space planning project at City Hall, measuring and recording furniture and work areas on each floor for each department

Telephone Skills

- Filled in as receptionist at Center for Independent Living, handling a heavy load of incoming calls and relaying messages to staff
- Made over 100 public relation calls to businesses for ADMARK Corps
- Took incoming calls for campus newspaper staff at Bellaire High School

Computer Knowledge

- Completed computer training courses at Computers! covering Disk Operating Systems, Database, Microsoft Word, Excel, Windows applications and Internet
- Inputted 1000 names and addresses into File-Maker database for ADMARK Corps

WORK EXPERIENCE:

Office Assistant	Computers! Computers!	Newmarket, ON	2000-Present
Office Assistant	ADMARK Corporation	Newmarket, ON	1999-2000
Office Assistant	Independent Living Co-op	Newmarket, ON	1999-1999
Carpentry Assistant	Hal's Floor Refinishing	Newmarket, ON	1997-1998

EDUCATION AND PROFESSIONAL DEVELOPMENT:

CPR First Aid St.	John's Ambulance	Newmarket, ON	2000
OSSD	Bellaire Senior High School	Bellaire, ON	1993-1997

Functional Resume – How to Create Your Own

Name _____ -

Address _____ -

Telephone _____ -

E-mail _____ -

Objective (Optional): -

NOTE: Don't make employers guess what position you are applying for. -

Here you need a clearly targeted job objective so that the potential employer knows how to evaluate your resume. You may wish to change the objective for each job application. -

Example:

- (a) Position as purchasing and inventory control manager
- (b) Entry level position in office support or customer service

Profile/Summary of Skills/Highlight of Qualifications:

(All of these headings are commonly used; choose one that suits your style.)

Highlight your skills and characteristics that are relevant to this position. This is the first introduction that the employer will see. You have the opportunity to grab the reader's attention, making him/her to want to read more about you. List relevant years of experience, hard skills (things that you can do), and soft skills (describing your personality and work attitudes).

Example:

- Over five years experience in office administration
- Excellent written and verbal communication skills
- Enthusiastic hard worker
- Effective problem solver

Descriptors that may be used to describe YOUR personality:

able	dynamic	leading edge	service
accommodating	effective	learning	serious
accountable	effective writer	loyal	sincere
analytical	energetic	open	skilled
articulate	enthusiastic	organized	supportive
authentic	experienced	perceptive	stable
autonomous	flexible	powerful	talented
available	growth-oriented	producing	team-oriented
catalytic	hard working	professional	thorough
challenged	honest	quick study	trusted
clear thinker	humorous	reliable	versatile
committed	initiator	results-oriented	
concerned	insightful	risk-taker	
confident	intelligent	self-motivated	
contributor	intuitive	sensitive	

Relevant Experience and Skills

This will be the main body of your resume. In this section you are able to demonstrate to the employer all of your skills and experiences that make you the RIGHT candidate for this position. This section is made up of 2-4 skill sets, which include skills, experiences, and accomplishments that relate to the position you are applying for. You may draw upon all your work experiences, volunteer experience, community work, etc. Remember to use skill sets that apply to the position. You may wish to change these with each job application. -

Examples of skill areas:

Account management	Electronic engineering	Policy making
Accounting	Environmental planning	Printing
Administration	Equipment maintenance	Production
Advertising	Facilitating	Project management
Advocacy	Family counseling	Promotions
Bookkeeping	Film and video	Public speaking
Budgeting	Financial planning	Public relations
Business communications	Food preparation	Publicity
Client relations	Inspection maintenance	Purchasing
Communication	Interviewing	Real estate
Community organizing	Investigation/research	Reporting
Computer programming	Languages	Research
Computer skills	Leadership	Restaurant management
Consulting	Management	Retailing
Contracts and agreements	Mediation	Sales
Co-ordination	Marketing	Special education
Corporate administration	Media	Staff development
Counseling	Merchandising	Statistical analysis
Curriculum development	Needs analysis	Supervision
Customer service	Negotiation	Teamwork
Data processing	Office management	Technical writing
Decorating	Office support	Telephone skills
Display	Organization and planning	Testing
Drafting	Outreach	Training
Driving	Performing arts	Visual arts
Editing	Photography	

These become the skill set headings, highlighting the different areas relevant to the position. List supporting information to develop these headings. You should have approximately 3-5 points per heading.

Example:

Customer Service

- Greeted customers in a friendly courteous manner
- Answered a busy switchboard, directed calls to specific locations
- Served customers in a fast-paced environment with an above average service time

Education/Training/Certification/Professional Development

Clearly state what education and/or training you have received. You should make an attempt to highlight courses relevant to your employment goal. You should include the school, date, and level or goal obtained.

Bachelor of Arts		
Major in Psychology	York University, Toronto, ON	2000
OSSD	Huron Heights Secondary School, Newmarket, ON	2001

NOTE: If you have not completed high school or the last level you obtained does not pertain to the position you are applying for, do not include it on your resume.

Work History

This section briefly gives the reader a chronological order of your work experiences. Start by listing the most current position. You should include dates, position held, company, and location.

Example:

Sales Consultant	ABC Inc.	Newmarket, ON	2001-2003
Customer Service	DEF Inc.	Aurora, ON	2000-2001
Cashier	GHI Groceries	Newmarket, ON	1995-1998

Volunteer Experience

You may use this as a different section of your resume, but you may also include this section in your work experience. As a volunteer you may not have been paid but the experience and skills that you have gained may directly relate to your employment goal. State your volunteer experience in the same manner as your work history.

References

Do not include the names and numbers of your references in your resume. Have a separate sheet prepared with your reference information. At the bottom of your resume you may want to include the simple statement "References available upon request". This statement is optional. When an employer is considering you as a likely candidate for the position you will be expected to provide references at this point.

Note: References usually consist of two business and one personal.