

# Career Center Resume Development Guide

## **Career Center**

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# RESUME WRITING

The resume is used as a marketing brochure to sell your skills and experience to a prospective manager/employer. The brochure presents you and includes the features and benefits you have to offer! The purpose of the resume is to open the door for further discussion and should highlight your achievements that will get you the interview.

The State of Arizona uses Talent Acquisition for all internal candidates to apply for State jobs. Agencies can use different methods for resume evaluation, so you should investigate what a particular agency is seeking in a resume before you apply. Additionally, review the knowledge, skills and abilities (KSA's) that are required *before* submitting your application. The State job system uses the key words in a job posting and matches those to the key words in a resume to screen candidates. It is important that the key words found in the job announcement appear in your resume so you will get screened in on the first round! Be realistic – if you do not meet at least 60% of the KSA's you likely are not qualified for the position.

There are two primary types of resumes: chronological and functional, however, we recommend a hybrid version.

Chronological Resume	Hybrid – Functional Resume
<ul style="list-style-type: none"><li>• Most acceptable resume by recruiters, HR and hiring managers</li></ul>	<ul style="list-style-type: none"><li>• Used for career changes or diverse, broad backgrounds</li></ul>
<ul style="list-style-type: none"><li>• Highlights employment history</li></ul>	<ul style="list-style-type: none"><li>• Highlights areas of expertise: skills and knowledge</li></ul>
<ul style="list-style-type: none"><li>• Positions are recorded in reverse chronological order without time gaps</li></ul>	<ul style="list-style-type: none"><li>• Deemphasizes chronology, minimizes gaps in time</li></ul>
<ul style="list-style-type: none"><li>• Includes company name, position title, responsibilities and accomplishments</li></ul>	<ul style="list-style-type: none"><li>• Focuses on business functions, range of accomplishments</li></ul>
<ul style="list-style-type: none"><li>• Used when seeking a position in the same or similar field</li></ul>	<ul style="list-style-type: none"><li>• Effective when seeking to highlight previous experience</li></ul>
<ul style="list-style-type: none"><li>• Shows employment stability and a track record of achievements</li></ul>	<ul style="list-style-type: none"><li>• Exhibits relevant skills to your objective and your direction</li></ul>

It is recommended you have your resume in two different applications; one for emailing as an attachment and for mailing and distributing, and an electronic version for online posting sites.

## Text Resume (ascii) Formatting Directions

To convert a Word document into a text or ascii version for applying.

1. Open the Word file. Go to “File” at the very left hand top of the page, then “save as.” Choose the “Save as Type” box at the bottom of the dialog box. On the pull down

menu, choose “Rich Text.” You will get a response that tells you that you will be losing all your formatting. The message will ask if you want to proceed and you say “yes.”

2. To review the text version, you will have to open the file either through Windows Explorer or through Notepad. Open Notepad and find your file. (You can access Notepad through Programs/Accessories/Notepad) on your Start menu in the lower left hand corner of your desktop.

3. Open the file and review your resume. Do not break lines. You will need the lines to be flexible to fit any sized text box. The resume is not very attractive, but you can make it easier to read through spacing. Make necessary adjustments for easier reading and aesthetics.

4. Instead of bullet points, you can use asterisks to set some information off. The asterisk is above the number 8 on your keyboard. You can also use capital letters for your headings instead of bolding, which does not save in a text version of a document.

## RESUME WRITING TIPS

<b>Do's</b>	<b>Don'ts</b>
<ul style="list-style-type: none"> <li>Use a chronological format, which lists your work experience in reverse chronological order</li> </ul>	<ul style="list-style-type: none"> <li>Don't exceed two pages in length unless you have publications, patents, or extensive related certifications</li> </ul>
<ul style="list-style-type: none"> <li>Open with a summary statement highlighting who you are – type of work experiences, type of industries, major work functions, and key skills</li> </ul>	<ul style="list-style-type: none"> <li>Don't change your resume for every job position. Tweak the resume to match the language and skills</li> </ul>
<ul style="list-style-type: none"> <li>If you have a technical background, include a technical summary – hardware, software, operating systems etc.</li> </ul>	<ul style="list-style-type: none"> <li>Don't throw a resume together for the sake of getting it done; spend quality time, preferably with a Career Center consultant, composing it</li> </ul>
<ul style="list-style-type: none"> <li>Include a key word section of your key qualifications, competencies, and certifications</li> </ul>	<ul style="list-style-type: none"> <li>Don't use personal pronouns like I, me, they, and their</li> </ul>
<ul style="list-style-type: none"> <li>Emphasize accomplishments, not just responsibilities. Start each statement with an Action Verb like <i>managed, composed, edited, coordinated</i></li> </ul>	<ul style="list-style-type: none"> <li>Don't include dates under education</li> </ul>
<ul style="list-style-type: none"> <li>Emphasize the end results</li> </ul>	<ul style="list-style-type: none"> <li>Don't include references – have a separate reference sheet that give out at the end of the interview</li> </ul>
<ul style="list-style-type: none"> <li>Use “bullets” to list accomplishments in SOAR formula (Situation, Obstacles, Actions, Results)</li> </ul>	<ul style="list-style-type: none"> <li>Don't use a personal e-mail address you're your nickname or other phrases that may cause bias</li> </ul>
<ul style="list-style-type: none"> <li>Education – include anything beyond high school even if you did not finish college or only took 1 or 2 courses</li> </ul>	<ul style="list-style-type: none"> <li>Don't include a total number of years work experience, such as “over 25 years...” This can invite age discrimination</li> </ul>
<ul style="list-style-type: none"> <li>Include AZ Learning Center training, conferences or seminars and other related corporate training</li> </ul>	<ul style="list-style-type: none"> <li>Don't include hobbies or other personal information such as height, weight, and marital status, unless the hobby is service oriented and would provide a connection with your audience</li> </ul>
<ul style="list-style-type: none"> <li>End resume with Community Affiliations and Professional Associations</li> </ul>	<ul style="list-style-type: none"> <li>Don't say, “References Available Upon Request” at the end of resume – this is a dated approach</li> </ul>
<ul style="list-style-type: none"> <li>Awards should be listed under the title of the job where you earned them as an accomplishment</li> </ul>	<ul style="list-style-type: none"> <li>Don't need to include months of employment - only years unless the agency requires months. Agencies like DES require months.</li> </ul>

# RESUME TEMPLATE

Effective resumes have several key components to appropriately highlight your skills. The following is an outline showing each section and the associated content description.

## Section 1

**Heading:** Name in bold, all caps and centered, with home phone and/or fax/office/mobile to the left or right and email address. Home address is now optional since many people do not want that information floating around on the internet.

## Section 2

**Summary Statement: shown in the following {5 elements in brackets}**

[Professional Label] with extensive [general functional area] background in [3-4 things you want to be hired to do] with [industry/types of organizations] at [organizational level/location] in support of [people you relate to] [Experience includes:] Reputation for being (punctual, detail oriented, ethical, etc. – list traits here.)

## Section 3

**Key Qualifications:** *You may want to review the job posting, as well as knowledge, skills and abilities (KSA's) required for the position.* Use 6-12 key words that describe your talent or skills. You should have an accomplishment statement to backup your key words. Try to select those that match the job announcement.

- Automated Management
- Efficiency Improvement
- Material Planning
- Quality Assurance
- Project Management
- Problem Solving

## Section 3 (optional)

**Key Accomplishments:** Highlight by bulleting your 3 or 4 top accomplishments here.

## Section 4

### Professional Experience:

Start with your company, city, state, most recent job and title, years in position - use only the years employed unless the organization requires months. (For example, ASU and DES are organizations that require months on the resume). Include a brief job description (2 or 3 sentences of your high-level responsibilities, scope, functions, number of direct reports, budget information). Add 3 to 4 accomplishments applicable to that position (bullet after the job description).

***Accomplishment statement should be written in a 4-step process***

- 1) Identify a skill you have
- 2) Turn the skill into an action verb
- 3) Describe what you did with that skill

- 4) Explain what resulted; express results as follows: ↑ Revenue (\$) / sales,  
↓ Costs, ↑ Productivity, ↑ Quality, ↑ Process / Procedure, Solved a problem,  
↑ Customer satisfaction

## **Section 5**

### **Education:**

List degree, educational institution, city and state. DO NOT INCLUDE DATES unless you have earned your degree or a new certification within the last 5 years. List any post secondary education/classes you have taken, even if you did not complete a degree. You should list highest degree first. Note: *If you have not taken post secondary or college classes, just eliminate the education section. You can indicate high school or GED accomplishments on the job application.*

## **Section 6**

### **Professional Development:**

List training, seminars, certifications, or classes you have taken that are applicable to the position for which you are applying. Do not include dates.

## **Section 7**

### **Professional Associations:**

List any professional associations in which you are currently a member and those that are relevant to the position and your field. Additionally, list any professional associations in which you were a past member if you held an office; list the office you held.

## **Section 8**

### **Community Affiliations:**

List any community affiliations you have or in which you serve. Be cautious of institutions that may cause biases. Religious organizations may cause a bias; however, the experience may also show leadership skills, teaching ability, etc. You need to be the judge if you feel your volunteerism will help or hinder you.

## Action Words for Resume Writing

accomplished	campaigned	delegated	experienced
achieved	canvassed	delivered	explained
activated	capitalized on	demonstrated	expressed
adapted	carried on	depicted	facilitated
added	caused	described	financed
addressed	centralized	designated	focused
adjudicated	certified	designed	forced
administered	chaired	detailed	forged
advanced	championed	detected	formulated
advertised	classified	determined	fostered
advised	coached	developed	found
advocated	collaborated	devised	founded
affected	collected	dictated	fulfilled
allocated	committed	directed	gained
analyzed	communicated	discovered	gathered
annotated	compelled	discussed	generated
announced	compiled	dispensed	governed
answered	completed	displayed	grew
anticipated	composed	dominated	grouped
appeased	compromised	doubled	guaranteed
applied	computed	downsized	guided
appropriated	conceived	drafted	handled
approved	concentrated	drove	headed
arbitrated	conceptualized	earned	heightened
argued	conducted	edited	hired
arranged	consolidated	educated	identified
articulated	constructed	eliminated	illustrated
asserted	consulted	employed	implemented
assigned	contracted	empowered	impressed
assisted	controlled	encouraged	improved
assumed	conversed	endorsed	incorporated
assured	converted	engaged in	increased
attained	convinced	engineered	induced
audited	cooperated	enhanced	influenced
augmented	coordinated	enlarged	informed
authored	corrected	enlisted	initiated
authorized	corresponded	established	inspired
bargained	counseled	evaluated	installed
bid	created	examined	instigated
boosted	critiqued	exceeded	instituted
bought	cultivated	executed	instructed
briefed	cut	exercised	integrated
budgeted	dealt with	exhibited	intensified
built	decided	expanded	interpreted
8/5/2015	defined	expedited	intervened
calculated			

interviewed  
introduced  
invented  
invested  
issued  
launched  
lectured  
led  
lobbied  
logged  
lowered  
magnified  
maintained  
managed  
marketed  
maximized  
mediated  
merged  
met  
minimized  
mobilized  
moderated  
modernized  
modified  
monitored  
motivated  
multiplied  
negotiated  
netted  
obtained  
opened  
operated  
orchestrated  
ordered  
organized  
outlined  
overhauled  
oversaw  
participated  
penned  
performed  
persuaded  
phrased  
piloted  
pioneered  
pitched

planned  
positioned  
prepared  
presented  
presided  
pressured  
prioritized  
processed  
proclaimed  
produced  
programmed  
projected  
promoted  
prompted  
proofread  
proposed  
proved  
provided  
publicized  
purchased  
raised  
ran  
ranked  
rated  
reached  
realized  
reassured  
received  
recommended  
reconciled  
recorded  
recruited  
reduced  
re-engineered  
regulated  
remarked  
remedied  
renewed  
reorganized  
represented  
researched  
resolved  
restored  
restructured  
revamped  
reviewed

revised  
revitalized  
revived  
revolutionized  
scheduled  
secured  
selected  
served (as)  
set (up)  
settled  
simulated  
sold  
solved  
specified  
spelled out  
spoke  
started  
stated  
steered  
stipulated  
streamlined  
strengthened  
stressed  
structured  
succeeded  
supervised  
supported  
swayed  
synchronized  
systematized  
targeted  
taught  
tested  
traced  
trained  
translated  
tripled  
turned around  
underwrote  
unified  
united  
updated  
upgraded  
upheld  
urged  
used

utilized  
verbalized  
verified  
voiced  
won  
wrote

# SAMPLE STATEMENTS

- Achieved 20% reduction in excess inventory by identifying redundant inventory through consolidation and centralization of records
- Yielded annual savings of \$500,000 by spearheading functional analysis of comptroller division to consolidate accounting, finance & forecasting functions.
- Saved > \$3 million in MIS costs by delivering MIS solutions throughout the Credit organization. This was accomplished by developing new MIS applications to enhance tracking, reporting and measurement of processes.
- Consistently achieved 10% under budget while creating and maintaining cost center budgets totaling \$4M.
- Reduced project start time by six months with a smaller team size that achieved maximum functional coverage by creating a new validation methodology.
- Received state recognition for innovative technology programs and received numerous awards for their advancement in Internet marketing.
- Effectively managed the '08 & '09 budget (\$35M, \$57M respectively) within 1% of target and increased technology benefit estimations by 26%. Utilized strong collaboration and investment principles to maximize benefits to the company.
- Led cross-departmental project team for new technology integration, which was completed on time and \$98,000 under budget.
- Met or exceeded performance management goals by working with managers to provide ongoing performance feedback to their employees and to improve coaching skills.
- Redesigned department's accounts payable process resulting in a decrease in extraneous payments and late fees.

**Write twelve to fifteen accomplishments you have achieved over the past ten to fifteen years. You will position them under the job title in which they were achieved.**

**Name**  
**123 Main Street • Addison, Illinois 98109 • 425.555.0139**  
**someone@example.com**

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### ***SUMMARY OF QUALIFICATIONS***

Highly organized and detail-focused **Bookkeeper** with an exceptional track record of accurately handling financial reporting in deadline-oriented environments.

- Skilled in all aspects of recording transactions, posting debits and credits, reconciling accounts, and ensuring accuracy and completeness of data.
- Expertise in developing and delivering monthly, quarterly, and annual financial statements for management within tight deadlines.
- Proficiency in managing accounts payable and accounts receivable, generating invoices and monthly statements for clients.
- Proven ability to identify and implement improvements to streamline processes and increase efficiency and productivity.
- Excellent computer skills; proficient with Microsoft Word, Microsoft Excel, and QuickBooks. Ability to learn proprietary systems/applications quickly and easily.

### ***Skill Proficiencies***

- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"><li>• Quarterly Reports</li><li>• Accounts Payable/Receivable</li></ul> | <ul style="list-style-type: none"><li>• Budget Preparation</li><li>• Process Improvement</li></ul> | <ul style="list-style-type: none"><li>• Financial Statements</li><li>• Reconciliation</li></ul> |
|---|--|---|

### **PROFESSIONAL EXPERIENCE**

Contoso Pharmaceuticals – Addison, Illinois 2000 – Present

#### **FULL-CHARGE BOOKKEEPER**

Manage all financial transactions, posting debits and credits, producing financial statements, and recording all transactions. Prepare management reports and financial summaries using Microsoft Excel detailing company's financial status. Generate bank deposits, verify and balance receipts. Create invoices and track overdue accounts. Manage payroll and prepare payroll tax returns. Research and resolve billing and collections disputes.

#### *Key Contributions:*

- Supported a significant increase in productivity levels by streamlining accounting processes.
- Prepared and delivered to management, under extremely quick turnaround timelines, accurate monthly, quarterly, and annual financial statements.

Blue Yonder Airlines – Addison, Illinois 1997 – 2000

#### **ACCOUNTING TECHNICIAN**

Managed financial transactions and record keeping with strict attention to detail. Verified and posted transactions to general ledger. Reconciled and balanced accounts and computed interest rates. Compiled statistical reports for management. Generated monthly statements and invoices for customers. Communicated with customers to address inquiries and resolve issues.

*Key Contributions:*

- Improved processes for creating customer invoices, which reduced overall timeframe for receiving payments.
- Excelled within a fast-paced environment, continually taking on increased levels of responsibility.

Coho Vineyard – Addison, Illinois

1995 – 1997

**Assistant Bookkeeper**

Ensured accurate and timely processing of accounting data. Performed accounts receivable functions, balancing cash and posting sales invoices. Worked with accounts payable department to post invoices. Accurately entered transactions into proprietary company accounting system. Completed ad hoc assignments and analyses for managers and supervisors.

*Key Contributions:*

- Demonstrated ability for quickly learning new tasks and completing assignments ahead of schedule while maintaining a high degree of accuracy.
- Contributed substantially to reducing outstanding accounts receivables through improved collections processes.

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***EDUCATION***

**ASSOCIATE'S DEGREE IN ACCOUNTING**

STATE COLLEGE – Addison, Illinois

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# SHARON SALAVARIA

123 Main Street • Addison, Illinois 98109 • someone@example.com • 425.555.0139

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## **QUALIFICATIONS SUMMARY**

Highly personable **Customer Service Professional** with over eight years of experience in account management, claims and sales processing, and call-center operations within the travel, insurance, and entertainment industries.

- ◆ Talent for identifying customer needs and presenting appropriate company product and service offerings.
  - ◆ Demonstrated ability to gain customer trust and provide exceptional follow-up, leading to increased repeat and referral business.
  - ◆ Track record of assisting in the design and implementation of reporting procedures that reduce labor costs and improve customer-satisfaction ratings.
  - ◆ Expertise in resolving escalated customer service issues.
  - ◆ Secured numerous company achievement awards for delivery of exceptional customer service.
  - ◆ Proficient with Microsoft Office System (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint®, Microsoft Access, and Microsoft Outlook®).
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## **PROFESSIONAL EXPERIENCE**

BLUE YONDER AIRLINES – Phoenix, Arizona

**2000 to Present**

**CUSTOMER CARE LEAD**    *2001 to Present*

*Serve as Customer Care Lead for a major airline with flights to 204 domestic cities in 46 states as well as 42 international cities in 26 countries.*

Promoted to lead team of 15 employees in daily call center operations. Collaborate with Customer Care Manager to create strategic plans to enhance customer satisfaction. Provide employees with tools to maintain and increase service levels to both internal and external customers. Work closely with other departments to promote sales contests, clarify information, and distribute reports. Gather, analyze, and report daily/weekly/monthly sales and service statistics.

- Contributed to increasing Miles membership by 10% by assisting in execution of aggressive sales plans.
- Instrumental in improving customer-satisfaction ratings through suggestion, development, and implementation of new reporting procedures.
- Increased employee knowledge by assisting with development and implementation of product-awareness program.
- Enhanced employee performance and attendance through daily mentoring, one-on-one discussions and motivational strategies.
- Received outstanding positive comments from team members on employee reviews, as well as exceptional feedback from senior management.

**CUSTOMER SERVICE REPRESENTATIVE****2000 to 2001**

Recruited to provide top-notch service to both internal and external customers. Processed airline ticket orders, answered questions, responded to concerns, and alleviated delicate situations with professionalism and sensitivity. Assisted Training Manager in creating and updating training materials. Prepared weekly reports for Customer Care Supervisor.

- Selected to coach and mentor new customer service representatives for opening of new call center.
- Achieved perfect score on all phone monitors throughout tenure.
- Received Customer Service Award for outstanding track record of positive customer feedback.

**HUMONGOUS INSURANCE – Phoenix, Arizona****1998 to 2000****CUSTOMER ADVOCATE**

*As Customer Advocate, handled claims processing for a leading insurance and financial services provider.*

Investigated and resolved customer concerns in collaboration with respective agency and other departments. Prepared written responses to Department of Insurance inquiries. Provided measurement on volume and trends to determine agency education needs and improve customer satisfaction and retention.

- Participated in implementing new paperless process, resulting in streamlined operations.
- Dramatically enhanced customer-satisfaction ratings by expediting all claims and ensuring a high degree of accuracy.

**GRAPHIC DESIGN INSTITUTE – Mesa, Arizona****1995 to 1998****CUSTOMER SERVICE REPRESENTATIVE**

*Served as Customer Service Representative for a not-for-profit corporation hosting local performing arts organizations, films, touring performers, and community events.*

Interfaced with customers to identify needs, field questions, and facilitate ticket sales. Provided show and venue information, completed monetary transactions, and resolved issues as needed. Coached and mentored new employees in customer-service processes and company policies.

- Played key role in reducing labor costs by recommending staff scheduling changes.
- Received numerous awards from senior management for consistently providing excellent service and tactfully resolving sensitive issues.

***EDUCATION AND TRAINING*****ASSOCIATE OF ARTS IN GENERAL STUDIES • NATIONAL COMMUNITY COLLEGE – Mesa, Arizona**

## LUPE M. MARTINEZ

Phone: 602-555-1717

lmartinez@gmail.com

Cell: 602-555-1212

### SUMMARY

Human Resources Generalist with expertise in effectively managing Staffing, Redeployment and Diversity Projects designed to meet global business objectives. Business Partner that created, deployed and managed large-scale, long term global recruiting programs across diverse cultures and international time zones. Collaborative communicator that earned recognition for developing, mentoring and coaching human resources staff. Reputation for being ethical with the ability to make sound and logical decisions in dealing with complex issues.

### KEY QUALIFICATIONS

- Recruiting/Staffing
- Diversity Initiatives
- Redeployment
- Project Management
- Development/Coaching
- Employee Mediation
- Process Development
- Event Management
- Budget Controls

### PROFESSIONAL EXPERIENCE

#### **XYZ Company, Glendale, AZ**

**2002-Present**

#### **DIVERSITY PROGRAM MANAGER, STAFFING**

**2006-Present**

Spearheaded Human Resources recruiting programs focused on meeting business requirements. Presented a diverse candidate pool of experienced professionals as a result of staging 16 commercial recruiting events. Created and implemented recruiting/staffing processes, and sourcing roadmap, including vendor management.

- Achieved increase of 500% in participation at recruiting events and secured internal funding by developing process and standards.
- Developed and implemented recruiting event processes including resume collection and categorization targeted to provide measurable data, including diversity results.
- Led automated hiring data initiative with email based capability to calculate event ROI.
- Initiated first virtual career chats in collaboration with two female Vice President's. VP's presented latest technical achievements to recruit experienced technical female candidates.

#### **PROJECT MANAGER, HUMAN RESOURCES**

**2002-2006**

Successfully met international staffing goals for three years in a row. Planned, managed and implemented special projects including creating Internationalization Team's catastrophic event scenario response planning. Developed 3-Geography model to increase team effectiveness and efficient operations across Asia, Europe and the US.

- Eliminated legal risks in redeployment efforts that ensured employees received maximum benefits available and sensitively responded to employees' concerns.
- Created and managed hiring plan process and monthly job requisition approval process in collaboration with VP and Finance Controller. Achieved heightened diversity awareness by introducing diversity dashboard with stretch goals.
- Achieved significant time and cost savings by developing and implementing comprehensive electronic headcount review process with improved data integrity.
- Achieved 15% increase of acceptance rates for under-represented minority hires within Intern and Recent College Graduate Programs by coaching direct report.

### **Project Manager (continued)**

- Built time/cost savings decision making capability model including execution of key decisions/ business capabilities in dual locations.
- Directed 3-Geographies *Program Best Known Method* and shared with 21+ groups resulting in improved communications, effectiveness and success competencies.
- Earned *Intel Manufacturing Excellence Conference Diversity Award* for 3 Geography Model which was showcased to company President.

### **COMPANY, City, State**

**1994-2002**

### **SENIOR HUMAN RESOURCES STAFFING MANAGER**

**1999-2002**

Provided HR support for 800 employees in a multiple site organization. Utilized performance based compensation reviews, manager/employee performance improvement coaching, organizational development consulting and training to drive efficient operating strategies.

- Fostered a healthy work environment, addressed employee concerns and coached managers on the development and implementation of action plans by designing and conducting climate assessments using diagonal slice approach.
- Effectively managed Voluntary Separation Program including sensitively, promptly and professionally negotiating "exception issues."

### **SENIOR STAFFING CONSULTANT**

**1994-1999**

Met dynamic hiring demands by forecasting, pro-actively planning and negotiating positive outcomes to complex senior management job offers with significant variables.

- Filled 600 job requisitions within one year with an increased offer acceptance rate to 81% by comparing total compensation package and career path opportunities.
- Traveled to new site start up in Costa Rica and provided training to local staffing team.
- Hired over 400 employees to support US factory ramp in four months.

## **EDUCATION**

**BS, BUSINESS ADMINISTRATION**, Arizona State University, Tempe, Arizona

## **PROFESSIONAL DEVELOPMENT**

Global Staffing, Society for Human Resources Management

## **PROFESSIONAL AFFILIATIONS**

Society for Human Resources Management, Member  
Society for Training and Development, Member

**LATONYA M. JACKSON**

Cell phone: 623-555-1212

Email: latonyaj@hotmail.com

**SUMMARY**

Business Manager with a proven track record in all aspects of office administration. Expertise in statistical data and financial reporting, purchasing, budgeting, and documentation. Experience in customer relations, continuously exceeding internal and external customer metrics.

**KEY QUALIFICATIONS**

- Budgeting
- MS Office
- Contract Negotiations
- Administration
- Financial Reporting
- Statistical Data
- Relational Databases
- Inventory Control
- Customer Relations

**ACCOMPLISHMENTS**

**ADMINISTRATION**

- Provided professional staff support to Director, multiple Managers, Project Managers and Technicians.
- Provided departmental coordination of vehicle fleet maintenance and service including gas and electric powered vehicles.
- Coordinated and managed remodel of parts room resulting in increased security and improved access for loading and unloading of materials.
- Redesigned and implemented staff workspace using creative solutions while considering space constraints for improved workflow and efficiency.
- Assigned and completed remodel and security implementation of ASU, University Technology Office cart parking area for multiple departments.

**CUSTOMER SERVICE**

- Coordinated and trained office support staff to provide an efficient service order processing and billing operation, expediting orders to appropriate technical staff when needed. This resulted in a high level of customer satisfaction.
- Played integral role in implementing a 'FASTRAK' line of service for basic data requests, resulting in next day turn around service for 20% of service requests.

**BUDGETING/ FINANCIAL REPORTING**

- Improved department's budget record keeping and audit trails allowing for more useful monthly expenditure/revenue reporting.
- Collaborated with department Director on yearly budget.
- Managed, tracked and provided account reports to Director and AVP for a twelve million dollar capital development program fund to upgrade computer networks at Arizona State University.

## **PURCHASING**

- Lead ASU Data Communications process conversion from an internal requisitions database to an enterprise purchasing system.
- Initiated and created a new inventory management process, reducing space utilization and staff time by 50%.
- Played a lead role in writing of RFP for ASU Data Communications passive component bid.
- Maintained and provided accurate updates for tracking departmental orders.
- Monitored all departmental purchases for compliance with state contracts.

## **ACCOUNTS PAYABLE**

- Redesigned department's accounts payable process resulting in a decrease of extraneous payments and late fees.
- Reconciled departmental and enterprise payment of invoices for data services which were inconsistent with existing services resulting in reduced monthly expenditures.
- Played a lead role in developing and implementing a new service request process resulting in accurate billing, increased revenue, reduced staff time, and a move toward a paperless process.

## **PROFESSIONAL EXPERIENCE**

**COMPANY, Phoenix, Arizona, 2002-Present**  
Business Manager, Senior Office Specialist

**COMPANY, Tempe, Arizona, 1999-2001**  
Operations Manager

**COMPANY, Glendale, Arizona, 1998-1999**  
Clerk

**COMPANY, Scottsdale, Arizona, 1997-1998**  
Teller

## REFERENCE LIST

References should not be included on the resume but should be a separate document. It is ideal to have from 4 - 6 professional references. Your references should be former or current supervisors, peers, customers or vendors. Unless an employer specifically requests personal references, it is best to leave friends, relatives, clergy, etc. off of your reference list.

The references should include the following information:

Name

Title

Employer

Phone

Email

A brief statement of your relationship – “Juanita is my current supervisor at the State.”

Hand out your reference list at the end of the first interview. Doing this exudes confidence on your part and sends the message, “Check me out.”