

FULL NAME

LinkedIn: linkedin.com/in/username
Website/Digital Portfolio: www.mywebsite.com

Phone: 111-222-3333
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Dedicated customer service professional with MBA background offering versatile and diverse managerial skills to increase client retention and boost company revenue

(The standard “Objective” that always used to be included on resumes is outdated. The Objective simply stated your desired position, which is little use to a potential employer. We recommend a Profile or Headliner instead, an example of which is shown above. It captures your main traits or experiences that best relate to the job you are applying for. It should be edited and updated for each different potential job.)

PROFILE OF QUALIFICATIONS

- Operations Management: Promoted from entry level positions to staff and management positions.
- Staff Development/Training: Trained and developed inexperienced sales and administrative support staff into a multi cross functional staff.
- Process Improvement: Placed the highest priority on facilitating an inviting environment where clients/customers would want to return for repeat purchases. Streamlined processes in receiving and purchasing to reduce labor and freight expenses, lower returns, and obtain more discounts.
- Accounts Payable/General Ledger: (Please describe how you performed your job with emphasis on accomplishments.)
- Technical/User Support: (Please describe how you performed your job with emphasis on accomplishments.)
- Inventory Management: (Please describe how you performed your job with emphasis on accomplishments.)
- Trend Analysis/Forecasting: (Please describe how you performed your job with emphasis on accomplishments.)
- Marketing & Promotions: Launched bookstore’s first web site to capture out of state students and alumni merchandise and book orders.
- Customer Relations: Extensive experience handling a variety of different clientele through various levels of communication, from customers, vendors, staff, faculty, distributors, publishers, and entrepreneurs.
- Offer advanced computer skills in MS Office Suite and other applications/systems.

(This section really helps to drive home to the potential employer the fact that you are an excellent fit for this position. It should focus on the skills and experience most relevant to the job you are applying for. When necessary, change verb tenses from present to past to reflect the time these functions were performed. For example: Use the past tense if this was performed on a previous job and not during your current position.)

PROFESSIONAL HISTORY

<i>Customer Solutions Agent, Company Name</i>	2014 – Present
<i>Retail Associate, Company Name</i>	2013 – 2013
<i>Manager, Company Name</i>	2008 – 2012
<i>Assistant Manager, Company Name</i>	2006 – 2008
<i>Sales Rep, Company Name</i>	2004 – 2006
<i>Accounting Specialist, Company Name</i>	2002 – 2004
<i>Staff Accountant, Company Name</i>	2001 – 2002
<i>Account Management Coordinator, Company Name</i>	2000 – 2001

(The Professional History section shows your history of employment. Your major responsibilities and accomplishments in these roles should have been listed in the section above. Work history included on a resume normally dates back between 10 and 15 years (or less). Company name, your title, city and state, and employment dates should all be included.)

EDUCATION

MBA in Marketing, 2009

BA in Accounting and Business, 1999

Example University, NY

(The position of this section can be moved around on a resume depending on its relevance. For a recent college graduate, or someone with advanced degrees in their field, it might be better to place this closer to the top of the resume. You should include the name of the institution, degree or certificate awarded, location, and date, or number of years in the role.)

AFFILIATIONS AND INTERESTS

Mid-States Association of College Stores

- **Treasurer**, 2007 – 2008
- **State Trustee**, 2005 – 2007

(This section can include any number of the following things: affiliations, interests, awards, honors, activities, etc. Use it as space to include anything else that will bolster your application for a particular position.)