DO INCLUDE	DO NOT INCLUDE
Standard length= 1 page (Exceptions: exhaustive, solid, career history)	Social security number
'Objective': What you will give, not get	Age
'Education': right after 'Objective' if still in school	Marital status
Anticipated month & year of graduation	Photo of yourself
GPA if at least 3.0 Dean's List, year	'References': No details- just "available upon request." *If not enough space, can omit 'references' section
'Related Coursework': If you need to fill space, include titles of courses taken in your major	Use of "I"
'Experience': Your title, name of company, city/neighborhood, state, date range when worked	Fancy text & graphics
No more than four bullets per employer Do not use stars, nothing too big either If need more than four bullets, opt for combining sentences; A small paragraph like this one is okay.	High school info unless very pertinent and/or undergraduate & professional activities are too scant
Scholarships, internships, awards, honors, club membership, special projects, volunteer work	Complete addresses (no street #s, zip codes) Names of supervisors
Quantify: numbers impress so use whenever possible (how many team-members worked with, phone calls answered, scholarship amount, etc.)	Hobbies / interests unless need to fill space and/or connected to objective

LURING WITH BAIT: THE RESUME, (AND COVER LETTER), SHOULD GIVE JUST ENOUGH INFO TO MAKE A RECRUITER WANT TO GRANT YOU AN INTERVIEW- THEN THAT'S WHERE YOU HOOK THE FISH!

SUGGESTIONS FOR WORDING 'OBJECTIVE' & DUTIES IN 'EXPERIENCE' SECTION

OBJECTIVE

- To contribute my professional experience and academic training to assist your organization reach its goals.
- TO CONTRIBUTE MY PROFESSIONAL EXPERIENCE AS WELL AS MY ACADEMIC PREPARATION TO
 ASSIST A BUSINESS REACH AND MAINTAIN ITS OPTIMUM GOALS.
- TO OBTAIN A POSITION IN THE BUSINESS INDUSTRY WITH RESPONSIBILITIES THAT WILL ENABLE

 ME TO EFFECTIVELY UTILIZE MY EDUCATION, COMMUNICATION, MANAGERIAL, TRAINING AND

 LEADERSHIP SKILLS.
- TO SECURE A BOOKKEEPER / OFFICE MANAGER POSITION WHERE MY OFFICE EXPERIENCE, MY
 TRAINING, AND MY SOLID COMMITMENT TO CUSTOMER SERVICE CAN ADD TO THE VALUE OF YOUR
 ORGANIZATION.
- An ambitious and self-confident undergraduate pursuing a challenging management or customer service position, where your organization can fully benefit from my skills, experience, and training.
- TO SEIZE OPPORTUNITIES FOR YOUR COMPANY'S GROWTH BY UTILIZING MY SKILLS, MY
 ACADEMIC TRAINING, AND MY INITIATIVE, IN A CHALLENGING AND REWARDING POSITION.
- To secure a teaching position where my skills, training, and personality will create a positive learning environment for students.
- SEEKING CHALLENGING CAREER OPPORTUNITY WHICH WILL ALLOW ME TO UTILIZE MY ACADEMIC BACKGROUND AND PROFESSIONAL EXPERIENCE, AS WELL AS MY EXCELLENT INTERPERSONAL SKILLS, TO FURTHER YOUR ORGANIZATION'S SUCCESS.
- TO OBTAIN A POSITION WITHIN YOUR COMPANY, WHERE MY EXPERIENCE, ACADEMIC TRAINING, AND MY DEDICATION, CAN BE UTILIZED TO ENHANCE YOUR ORGANIZATION.
- SEEKING EMPLOYMENT AS A RELIABLE AND DILIGENT OFFICE ASSISTANT, WITH EXTENSIVE EXPERIENCE AND SOLID ORGANIZATIONAL SKILLS, TO WORK IN A DYNAMIC OFFICE ENVIRONMENT.
- CURRENTLY LOOKING TO SECURE A BANKING POSITION WHERE MY INITIATIVE, TEAM-WORK AND DEVOTION CAN BE UTILIZED TO INCREASING PROFITS FOR THE ORGANIZATION.
- A POSITION WHICH ALLOWS ME TO APPLY MY TECHNICAL COMPUTER EXPERIENCE TO HELP ACHIEVE STRATEGIC COMPANY GOALS.

- AN INTELLIGENT INDIVIDUAL WITH EXCELLENT LISTENING SKILLS WITH THE ABILITY TO QUICKLY DEMONSTRATE KNOWLEDGE, TAKE INITIATIVE AND IS RESPONSIBLE.
- TO CONTRIBUTE MY POSITIVE WORK CHARACTERISTICS OF DEPENDABILITY AND TEAM WORK, AS
 WELL AS MY EXPERIENCE AND ACADEMIC ACHIEVEMENT, TO ASSIST YOUR ORGANIZATION REACH
 ITS BEST LEVELS.
- TO OBTAIN A POSITION IN AN ORGANIZATION WHERE MY COMPETENCE, VERSATILITY, AND PERSONAL SKILLS ADD VALUE TO THE ORGANIZATION AND ITS SERVICES.
- TO OBTAIN A POSITION WHERE MY PROVEN TECHNICAL SKILLS, MY SOLID KNOWLEDGE OF THE ACCOUNTING FIELD, AND MY STRONG WORK ETHIC CONTRIBUTE TO THE GROWTH OF YOUR ORGANIZATION.
- CURRENTLY PURSUING A CHALLENGING POSITION WHERE MY EDUCATIONAL AND PROFESSIONAL TRAINING AND DEMONSTRATE MY POTENTIAL TO BROADEN YOUR ORGANIZATION.
- TO ASSIST YOUR ORGANIZATION IN REACHING ITS GOALS BY MAKING THE MOST OF MY....

TUTOR / CAREGIVER

- DELIVERED INDIVIDUAL TUTORING PLANS UPON REVIEW OF STUDENTS' ACADEMIC NEEDS.
- RESEARCHED AND RECOMMENDED LEARNING MATERIALS, TEXTBOOKS, SOFTWARE AND EQUIPMENT TO FACILITATE TUTORING.
- DESIGNED AND PREPARED SPECIFIC HANDOUT, STUDY AND RELATED COURSE MATERIALS.
- PARTICIPATED IN AND SUCCESSFULLY COMPLETED TUTOR TRAINING SESSIONS.
- Assist students in toileting
- MONITORED AND OVERSAW THE SAFETY OF STUDENTS UNDER MY CARE; PREPARED SCHEDULE,
 ORGANIZED AND PARTICIPATED IN RECREATIONAL ACTIVITIES.
- ENSURED COMPLETION OF SCHEDULED TASKS; ASSISTED WITH ACADEMIC WORK
- Assisted head teacher in preparation and implementation of curriculum; Carried out classroom management strategies
- ADDRESSED ACADEMIC NEEDS BY PROVIDING ONE-ON-ONE AND GROUP TUTORING
- SCHEDULED ALL MEDICAL APPOINTMENTS; ADVOCATED ON BEHALF OF CLIENT
- Administered medications, prepared meals, and ensured safety of patient.
- Assisted patient with daily hygiene needs; Provided emotional well-being via recreational activities.
- EXERCISED BEHAVIOR MANAGEMENT STRATEGIES TO MAINTAIN GROUP ORDER.
- ESCORTED CHILDREN THROUGHOUT THEIR DAILY ROUTINE.
- Ensured campers' safety by monitoring activities and enforcing rules.

PROBLEM SOLVING

• TROUBLESHOOTING TO SETTLE ISSUES AND FOLLOWING THROUGH TO ENSURE RESOLUTION.

- FORMULATE PROCEDURES FOR SYSTEMATIC RETENTION, PROTECTION, RETRIEVAL, AND TRANSFER OF CLIENT RECORDS
- ADOPT AN ORGANIZED APPROACH TO PROBLEM SOLVING INCLUDING IMPLEMENTING SOLUTIONS AND ANALYZING RESULTS
- EXCEPTIONAL CAPACITY TO MULTITASK; WHILE MAINTAINING CRITICAL THINKING SKILLS ESSENTIAL TO PROVIDING COMPETENT AND DIGNIFIED CARE.
- Designed and wired fluorescent and LED lighting schematic for interior and exterior of truck cargo bodies reducing erroneous orders and produced greater street visibility.
- SPEARHEADED THE RE-MAPPING OF DELIVERY ROUTES RESULTING IN A 10% DECREASE IN ANNUAL FUEL CONSUMPTION AND MAINTENANCE.
- Influenced business owners to place merchandise into more profitable window locations.

CUSTOMER SERVICE

- Interface with clients by providing extraordinary customer service
- REVIEW AND ANALYZE HIGHLY CONFIDENTIAL AND SENSITIVE ELEMENTS THAT REQUIRE THE EXERCISE OF CONSIDERABLE TACT AND DIPLOMACY.
- EASED FRUSTRATION BY PROVIDING SUPPORT AND ENCOURAGEMENT
- HANDLED CUSTOMER COMPLAINTS WITH PATIENCE & SENSITIVITY
- WORKED WITH CUSTOMERS TO ASCERTAIN AND MEET THEIR REQUESTS.
- Calm and tactful under pressure

SALES/RETAIL/FINANCIAL

- · Built a quota of sales through interpersonal and oral skills
- Manage cashiering activities in areas of purchasing, returns, and exchanges, and enforced store policies; Process credit card payments for customers.
- Handled all credit and cash transactions, as well as returns; Maintain and Balance Cash Drawer.
- MEETING AND EXCEEDING SALES AND REFERRAL GOALS; EMPLOYED UP-SELL, CROSS-SELL, SWITCH-SELL TECHNIQUES.
- EMPLOYED CONSULTATIVE SALES SKILLS TO ENSURE CUSTOMER SATISFACTION.
- Answered customer queries regarding purchase options
- INTERACTED WITH VENDORS TO ENSURE TIMELY PAYMENTS, AND NEGOTIATED SALES THUS INCREASING COMPANY PROFITS BY 15%.
- Maintained attractive and safe shopping floor; Assisted with creation of holiday displays and promotions to ensure maximum revenue
- DEMONSTRATED EFFECTIVE PERSUASIVE SKILLS IN RETAIL

- In-store resource personnel
- REVIEW PRODUCTION STATISTICS AND COORDINATE BUSINESS MEETINGS
- EXECUTED BUDGET FORECASTS AND CASH FLOW ANALYSES
- Assisted customers using a combination of product knowledge and a strong sales Background.
- Answer/and refer financial questions
- PREPARED FINANCIAL STATEMENTS FOR AUDIT
- ORIGINATORS OF GROWTH STRATEGIES BASED ON BALANCED DEVELOPMENT AND FOCUS ON THE CORE BUSINESS.

OFFICE

- Handled office main phone lines: Routed calls, took messages, answered common questions.
- ORDERED OFFICE SUPPLIES, OVERSAW SHIPMENTS AND DELIVERIES; FACILITATED THE PREPARATION OF DELIVERY DOCUMENTS
- TRAIN AND ORIENT NEW REPRESENTATIVES/STAFF/PERSONNEL/NEW AND EXISTING STAFF
- HANDLED BOTH DIAL-IN AND DIAL-OUT PHONE CONTACTS WITH TACT AND PROFESSIONALISM
- OPENED, SORTED, ROUTED INCOMING MAIL, ANSWERED CORRESPONDENCE, AND PREPARED OUTGOING MAIL
- OPERATED OFFICE MACHINERY, SUCH AS PHOTOCOPIERS AND SCANNERS, FAX MACHINES, AND VOICEMAIL SYSTEMS
- RECEIVED, ORGANIZED AND SENT DOCUMENTATION AND CORRESPONDENCE TO CLIENTS.

MISCELLANEOUS

- RECORD OF MEASURABLE ACHIEVEMENT
- FLEXIBLE TO SHIFTING PRIORITIES
- CONVERSANT IN SPANISH AND UNDERSTANDS PORTUGUESE
- MADE RECOMMENDATIONS FOR DISMISSAL
- EXCEPTIONALLY ORGANIZED AND EXPEDIENT IN PLANNING AND SCHEDULING
- DEDICATED EMPLOYEE EXHIBITING LONG TERM COMMITMENT TO WORK
- ABILITY TO MANAGE TIME EFFECTIVELY WHILE WORKING AT A PRODUCTIVE RATE.
- UTILIZE LEADERSHIP, INTERPERSONAL AND COMMUNICATION SKILLS TO ATTAIN AND EXCEED THE COMPANY'S GOAL
- INTERDEPARTMENTAL COORDINATION
- CONGENIAL AND ENTHUSIASTIC CONTRIBUTOR AND SUPPORTER OF TEAM GOALS
- Ensure adherence to all requirements and regulations
- GOAL-DRIVEN MANAGEMENT STYLE

- PROFESSIONAL PROFILE- ONE YEAR OF RELATED WORK EXPERIENCE IN COMBINATION WITH STRONG ACADEMIC TRAINING AND CREDENTIALS IN:
- INFLUENCED CUSTOMERS USING STATISTICAL DATA.
- DRIVING TEAMWORK FOR RESULTS
- IMPLEMENTED CORRECTIONS TO PROCEDURES, DRAFTED WIKIS, SET EXPECTATIONS
- Demonstrated an ability to work both independently and within the group to achieve project goals.

TECHNICAL/COMPUTER

- Types 45 WPM and excellent 10 key calculator skills
- PROFICIENT IN MS OFFICE SUITE: POWERPOINT/WORD/EXCEL/OUTLOOK/ACCESS/PUBLISHER
- PRESENTATION SOFTWARE SUCH AS MICROSOFT OFFICE POWERPOINT
- DATA ENTRY UTILIZING A CUSTOM SOFTWARE PROGRAM
- BASIC COMPUTER HARDWARE ASSEMBLY AND COMPONENT/DEVICE REPLACEMENT
- Install and perform minor repairs to hardware, software, or peripheral equipment.
- LEARN NEW SOFTWARE APPLICATIONS QUICKLY
- GENERATE OUTGOING PURCHASE ORDERS FOR SPECIFIC PRODUCTS; PROCESS INCOMING PURCHASE ORDERS RECEIVED VIA EMAIL, FAX, AND PHONE.
- PREPARE SPREADSHEETS, LETTERS AND OTHER DOCUMENTS FOR POTENTIAL AND EXISTING BUYERS.
- FILE AND RETRIEVE ORGANIZATIONAL DOCUMENTS, RECORDS, AND REPORTS.
- Internet search engines: Windows Explorer, Mozilla Firefox, etc.
- GOOD PC HARDWARE, SOFTWARE AND WINDOWS OPERATING SYSTEM TROUBLESHOOTING SKILLS
- CLEARED BACK-LOG IN MANUAL/ELECTRONIC RECORDS
- ENTER COMMANDS AND OBSERVE SYSTEM FUNCTIONING TO VERIFY CORRECT OPERATIONS AND DETECT ERRORS.
- SET UP EQUIPMENT FOR EMPLOYEE USE, PERFORMING OR ENSURING PROPER INSTALLATION OF CABLES, OPERATING SYSTEMS, OR APPROPRIATE SOFTWARE.
- (Effectively) understand features and benefits of...
- COMPLIED WITH ACCURACY STANDARDS WHILE MAINTAINING HIGH PRODUCTION RATES
- PARTIALLY AUTOMATED THE PROCESS OF AUDITING MONTHLY SALES PROJECTIONS, WHICH SAVED TIME AND CREATED CONSISTENCY IN THE REPORTING.
- Maintaining proper documentation to promote organization within the workspace.
- MICROSOFT WORD, EXCEL; INTERNET BROWSING SOFTWARE
- ACTIVELY MANAGED HELPDESK /CALL CENTER TECHNICAL SUPPORT, EXCHANGING KNOWLEDGE
 OF TROUBLESHOOTING

TECHNIQUES AND BOOSTING MORALE OF TEAM MEMBERS.

- DIAGNOSED AND REPAIRED PROBLEMS INDEPENDENTLY OR COOPERATIVELY WITH DATABASE ENGINEERS TO RESOLVE
 - PENDING MATTERS.
- PROVIDED END USERS TECHNICAL EXPERTISE ON OFFERED PRODUCTS. OFFERED ADAPTIVE SOLUTIONS TO ANY NETWORK SETUP.
- PROVIDED PHONE SUPPORT DIAGNOSIS OF CONNECTIVITY ISSUES.
- FOSTERED RELIABLE BACKUP STRATEGIES

KENZIL JAMES 144 Farmers Blvd. Jamaica, NY 11434 917-900-9000 kenzi.james@yorkmail.cuny.edu

OBJECTIVE

To secure a position where my academic training, my skills and my professional experience, can be used to assist your organization reach and maintain its highest goals.

EDUCATION & CERTIFICATION

The City University of New York, CUNY, York College Jamaica, NY Master of Science in Occupational Therapy, May 2014 ACSM Certified Personal Trainer AFAA Certified Group Exercise Leader

COMPLETED COURSEWORK

Essentials of Nutrition Health and Fitness Program Management
Clinical Personal Training Orientation Exercise Physiology
Human Anatomy & Physiology Health Promotion and Education
Basic First Aid & CPR Screenings and Fitness Evaluation

Applied Anatomy Kinesiology

Clinical Health Prescription and Fitness

Health and Fitness Clinical Work Health Prescriptions

SKILLS

Fluent in French & Creole, knowledge of Spanish

Computer: Microsoft Office: Word, Excel, Access and PowerPoint

EXPERIENCE

Gourmet Boutique

Kitchen Maintenance Worker

Jamaica, NY

5/07-

present

Train new staff members regarding cleaning and maintenance of work area and machinery.

Ensure proper working environment by correct treatment of work utensils. Hands-on contributor to a team of approximately 20 employees.

TC Shipping Jamaica, NY

Customer Service Representative

07/05-08/06

Answered inbound calls and took messages for management staff.

Provided accurate shipping information to customers seeking overseas deliveries.

Processed international shipments.

Professional and personal references available upon request.

BATSHEVA GARCIA

94 25 Pothole Street Ozone Park, NY 11416 718. 456.5052 Bats.garcia@yorkmail.cuny.edu

OBJECTIVE

To employ my knowledge of art techniques, as well as my patience with children, and my passion for art, for the benefit of the students at your learning center.

SKILLS

Art Techniques: Drawing in different mediums, Still Life, Expressive Painting; Use of watercolor, oils, acrylic; Colored pencils; Charcoal sketches; Sculptures; Illustrations

Computer: Microsoft Office: Word, PowerPoint; Adobe Photoshop

EDUCATION

York College- CUNY (City University of New York), Jamaica, NY

Bachelor of Arts in Art Studio, May 2011

Major: Art Studio Minor: English • GPA: 3.5

Dean's List, 2007 - 2011

RELATED COURSEWORK & EXHIBITION

- Drawing 1, Self Portrait, selected work, York College Student Gallery
- Graphic Design 1, Stop Global Warming (Activist Poster), selected work, York
 College Student Gallery
- Painting 1, Master Copy, featured work, York College Student Gallery
- Spring 2011, Painting 2, Self Portrait 3, selected item, York College Student Gallery
- Spring 2011, Painting 2, Self Portrait 4, selected work, York College Student Gallery

VOLUNTEER

Eight Annual York College Science and Math Exposition, 2nd Annual Research Day

Impressionism exhibit: Three landscapes, 16 x 20 oil on canvas.

REFERENCES

References available upon request.

ENRICO JEAN-PIERRE

143 East 14th Place, Jamaica, NY 11451 (347) 457-9007 • ejpierre@yorkmail.cuny.edu

SUMMARY OF QUALIFICATIONS

A position that requires excellent communication skills, analytical, teamwork and technical skills as well as a strong work ethic, and strategic planning. Internship/entry level positions in the area of accounting, finance, management, human resources, or sales/marketing are welcome.

EDUCATION

Cumulative GPA: 3.50/4.00 Dean's List, Spring 2011

Port-Au-Prince Community College, Haiti

Associate of Applied Science in Business Administration

Cumulative GPA: 3.42/4.00 Graduated June 2007 with honors.

PROFESSIONAL SKILLS

Accounting: Journal entries, ledger entries, trial balance, internal control procedures, worksheet and basic financial statement analysis, reconciling cashbook, accounts receivable.

Technology: Microsoft Office Suite (Word, Excel, Access, PowerPoint, Outlook), Internet research and compiling reports, trouble-shooting basic hardware and software problems.

PROFESSIONAL EXPERIENCE

York College SEEK Department, Jamaica, NY

09/2008-Presently

Accounting Tutor: responsible for conducting group and individual study sessions to help ensure the academic success of undergraduates enrolled in the SEEK Program.

Office Assistant:

Check and signed off on inventory to ensure compliance with proper internal control procedures, filed correspondence and prepared letters and packages for distribution (mail, fax and email); Responded to student queries and supervised the front desk.

HMS HOST Corporation, JFK Airport, NY

09/2006-02/2008

Cashier: Operated cash register (POS) and reconciled daily cash bank, ensured that customers are served in timely manner, supervised the store in the absence of Store Manager. Gained experience in cash handling and reconciliation.

AWARDS & RECOGNITION	
Inducted into Pi Eta Kappa Beta Chapter Honor Society and Fraternity, York College	Spring 2011
Thurgood Marshall Altria Scholarship Recipient, \$4, 400	2010 - 2011
Thurgood Marshall Leadership Conference, Thurgood Marshall College Fund (TMCF), New York, NY	Fall 2010
Certificate of Academic Excellence, York College, Jamaica, NY	Summer 2010
Certificate of Academic Excellence, York College, Jamaica, NY AFFILIATIONS & EXTRA-CURRICULAR ACTIVITIES	Summer 2010
	Summer 2010 2010-Presently
AFFILIATIONS & EXTRA-CURRICULAR ACTIVITIES	