



Resume Tips for Beginners

5 Functional Resume Tips for Beginners

- Include Your Contact Info
- Start with a Summary
- Group Your Skills
- List Your Professional Experience
- List Your Education

Functional Resumes are Super Flexible

► Functional resumes work especially well when:

- You have little work experience
- You have a lot of work experience
- You are changing careers
- If you have significant gaps in employment
- Experience is outside of professional jobs

Functional resume

Summary

Experience customer service representative with a proven track record of boosting month-to-month sales. Able to predict, evaluate, and meet the specific needs of customers while maintaining an efficient work schedule. Awarded "Employee of the Month" for consistently receiving positive customer feedback. Seeking to leverage my experience in customer service to fill a Sales Clerk position at Blarney's.

Relevant Skills

Customer Service

- Receive a +95% on customer service feedback surveys on a consistent basis by providing a friendly in-store environment
- Enhance the customer experience by providing quality assistance and in-depth product knowledge
- Educate customers on up-and-coming brands and the latest fashion trends

Sales

- Exceeded sales goals an average of 10% for 5 straight months
- Upsell customers through the recommendation of products that meet their specific needs
- Process 30+ customer transactions a day and factored sales, discounts, and promotions into the final price

Merchandising

- Restock and organize new shipments of inventory in a timely manner, cutting average of 2 days off the merchandising process
- Develop and create unique displays that attract customers to a desired product

Professional Experience

Ulta, Manhattan, NY
Sales Clerk
2016-2017

GAP, Albany, NY
Sales Representative
2014-2015

GAP, Albany, NY
Jr. Sales Representative
2012-2013

Education

Bachelor of Science in Business Administration (concentration: finance) Honors: cum laude (GPA: 3.7/4.0)
Louisiana State University, Baton Rouge, LA
May 2014

#1

Create a Header with Contact Information



James Kennedy
555 Cherry Lane
Ann Arbor, Michigan 48111-9626
111-777-8888
jameskennedy@email.com

Summary

Customer Service Representative with over three years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement. Area of Experience Retail Sales, Data Entry, Microsoft Office, Typing, Complaint resolution, Service-based selling, Fluency in French and Spanish Skills

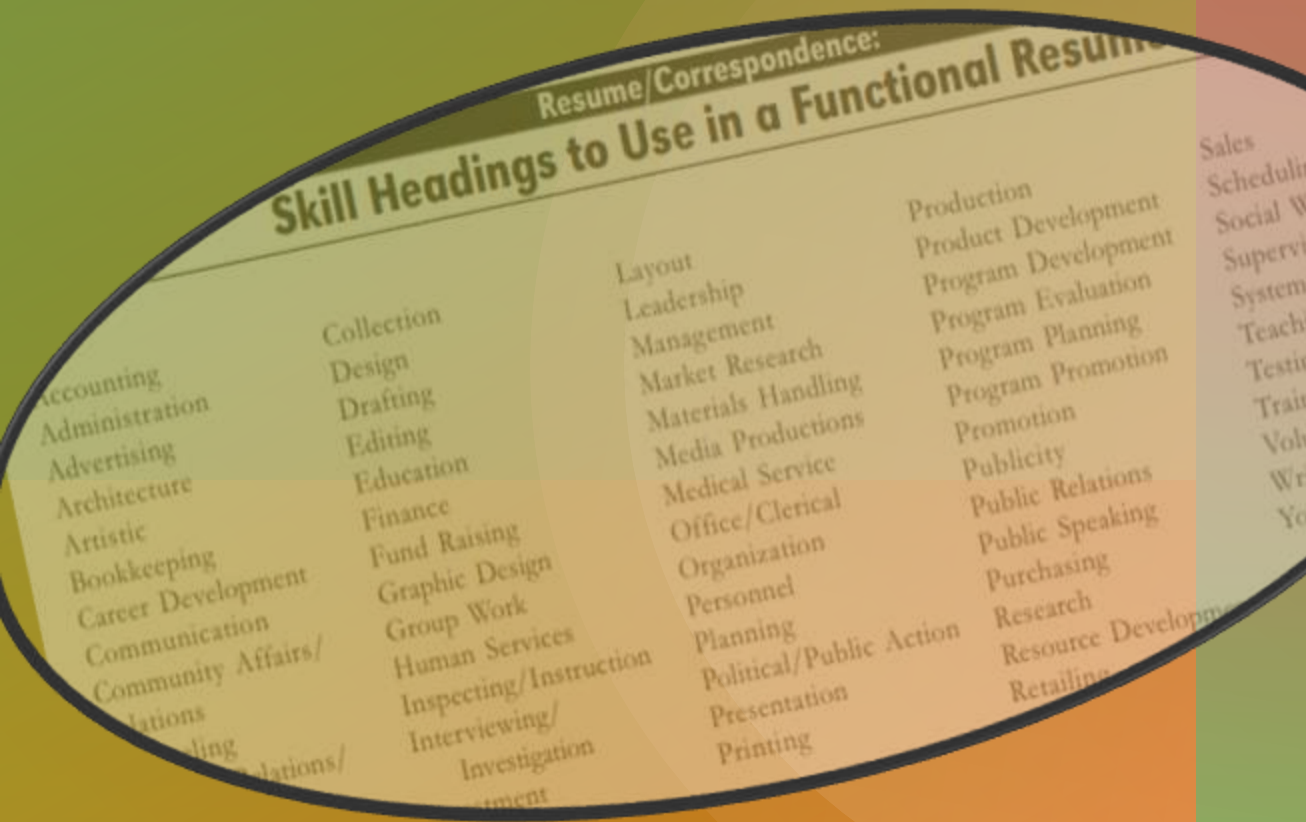
#2 Start with a Summary

- ▶ Opening with a summary, provides employers more context about you and you can tailor it to the job you are applying for easily.
- ▶ Choose information that shows your
 - experience
 - relevant skills
 - overarching career goals

#3

Group Skills Together

Highlight up to 3 broad skills



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#4 List Professional Experience

This should be clear and straightforward.
List the following:

- ▶ The name and address of workplace
- ▶ Job title
- ▶ Start and end dates

WORK EXPERIENCE

Outreach Volunteer | Community Education Fund | Mountain View, CA | 2016 – Present
Shift Supervisor | Cuppa Joe | Palo Alto, CA | 2013 – 2016
Marketing Intern | Banana Tree Designs | San Mateo, CA | Summer 2012

Professional Experience

Ulta, Manhattan, NY Sales Clerk 2016-2017	GAP, Albany, NY Sales Representative 2014-2015	GAP, Albany, NY Jr. Sales Representative 2012-2013
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EMPLOYMENT HISTORY

Senior Process Engineer, September 2016-Present, Zezee Corp., Ann Arbor, Mich.
Process Engineer: Technical Support, September 2012-September 2016, Zezee Corp., Ann Arbor, Mich.
Technical Professional, September 2010-September 2012, City of the Stars, Mich.

#5 Finally - List Education

List your educational background:

- Name of institution
- Area of Study and Degree
- Relevant Achievements

Education

Bachelor of Arts in Political Science University of Pennsylvania, Philadelphia, PA (May 2022)

Relevant Coursework:

- Legal Research and Writing
- Constitutional Law
- Civil Procedure
- Criminal Law

Internship Experience

Legal Intern | Law Office of Johnson & Smith, Philadelphia, PA (Summer 2022)

- Conducted legal research on various topics related to personal injury cases.
- Assisted in drafting legal documents, including complaints, answers, and discovery requests.
- Prepared case summaries for attorney review and participated in client meetings.
- Conducted document review and analysis for case preparation.

Awards

- Outstanding Legal Writing Award, University of Pennsylvania, 2022
- Dean's List, University of Pennsylvania, Fall 2021, Spring 2022

List your relevant course work, volunteer positions, internships, and awards:

- Internship location, date, basic duties
- Volunteer title, location, date, basic duties
- Award title, location, date

#Bonus Tip

Update to fit the job

Always fit your resume to the job you are applying for.

Compare the job description to your skills and highlight those.

Learn about the company so you can speak to your fit.

Keep it simple if you can, 1-2 pages.

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Contact the Career Services Center

Join Us

Drop-In Wednesdays

Career Center

10am - 2pm

No Appointment Necessary

Contact Career Center Staff
for Help

Leigh Jewett - ejewett@pencol.edu

360-417-6227

Or visit us on the web

<https://pencol.edu/time-thrive/career-center>