

JONATHAN DEPP

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QUALIFICATION HIGHLIGHTS

- Ability to learn quickly, resolve conflicts and troubleshoot effectively
- Professional and academic experience with information technology and marketing
- Developed web sites with e-commerce capability
- Proven record in patiently and effectively training customers

EDUCATION

High school diploma
Stagg High School, Palos Hills, Illinois

Instead of an Objective heading, he wanted to highlight his relevant transferable skills and qualifications to grab the employer's attention.

June 2004

Certification

Software Development Certificate
Moraine Valley Community College, Palos Hills, Illinois

December 2007

TECHNICAL KNOWLEDGE

SOFTWARE

Microsoft Office
Macromedia Flash
Access, SQL

PC LANGUAGES

HTML
Java/J2EE
C++ Programming

RELEVANT COURSES

Business Marketing
Information Technology I
Advanced Technology

Tables are useful for presenting technical skills and related coursework.

EXPERIENCE

Technology Specialist

Community Technology Center, Olympia Fields, Illinois

October 2005- Present

- Assist community members using various computer software
- Maintain computer equipment, software, printer and machines to ensure quality performance
- Develop and maintain web sites to market special programs to community
- Provide excellent customer service with 90% satisfaction survey ratings
- Perform networking of center's computer systems, thereby increasing staff productivity

Computer Sales Associate

Best Buy, Tinley Park, Illinois

Summer 2005

- Identified customer's needs and requirements and made appropriate suggestions; Added on sales increasing department's profits by 28%
- Operated cash register efficiently, increasing speed of transactions and customer satisfaction

Volunteer Web Developer

American Cancer Society, Homewood, Illinois

Summer 2004

- Developed e-commerce website increasing fundraising by 40%
- Assisted with administrative duties with superior attention to detail

SHIRLEY I. QUALIFY, I

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SUMMARY OF QUALIFICATIONS

Over 16 years of administrative transferable experience. Proven clerical, customer service and communication skills in a variety of settings. Enthusiastic, with a history of producing quality results and satisfied customers. Computer literate.

PROFESSIONAL EXPERIENCE

Office Assistant Salvation Army – Chicago, IL 2001 – Present

- Answer phones in a courteous and professional manner
- Prepare reports and create documents using MS Word and WordPerfect
- Locate desired information using the Internet
- Provide customers/clients with desired information in a timely manner
- Maintain accurate financial records, and paid all invoices on time

Receptionist Family Service – Chicago, IL 1999 – 2001

- Welcomed customers and visitors in a friendly and courteous manner
- Answered phones and took accurate messages
- Utilized Internet email as an effective communication tool
- Listened, calmed and assisted customers with concerns

Administrative Assistant Girl Scouts of America - St. Paul, MN 1990 – 1996

- Organized and implemented group activities in an efficient manner
- Demonstrated ability to express ideas in a team environment and influence action
- Established friendly and lasting relationships
- Established rapport with diverse individuals and groups
- Scheduled appointments and assured timely arrival

EDUCATION

GED: Ramsey Action Program - St. Paul, MN 1990

Certification/ Licensure:

Administrative Assistant Certificate 1998
Moraine Valley Community College, Palos Hills, IL