

Jamila Depp

1 Skills Lane, Skills Park, Illinois 60477 708-555-5555 professional@email.com

SUMMARY OF QUALIFICATIONS

Team-building skills with talent to lead and innovate. Ability to learn quickly, resolve conflicts and problem-solve effectively. History of improving processes and company operations. Proven record with training customers and staff patiently and effectively.

PROFESSIONAL SKILLS

MARKETING AND SALES

- Demonstrated articulate and persuasive marketing techniques in a fast-paced environment
- Consistently met and exceeded sales goals; increasing gross profits for Computer department by 30% in three months
- Commended for outstanding customer relations due to high customer satisfaction
- Created sales opportunities by conducting on-site surveys with customers
- Developed user-friendly Web site and marketing material that promoted awareness of companies; increased electronic fundraising by 40%

LEADERSHIP AND MANAGEMENT

- Provided training in software systems for over 100 staff and community members in an effective and approachable manner; Voted "Teacher of the Month"
- Managed over 10 computer system networks and provided trouble-shooting guidance for volunteers, customers and staff
- Introduced and taught innovative program for community elders to become familiar with technology entitled "E-Seniors"
- Organized team meetings and staff appreciation events resourcefully

←*Highlighting Transferable Skills and minimizing job descriptions*

INFORMATION TECHNOLOGY

- Demonstrated expertise in Microsoft Access and promoted better operations
- Performed networking and developed advanced Web sites, thereby increasing company's productivity and reducing costs

EXPERIENCE

Technology Specialist, Community Technology Center, Olympia Fields, Illinois 2005- Present
Computer Sales Associate (Seasonal), Best Buy, Tinley Park, Illinois
Web Developer (Volunteer), American Cancer Society, Homewood, Illinois

←*List where you obtained the above skills here.*

EDUCATION

Diploma, Stagg High School, Tinley Park, Illinois 2003

Special Certification and Business Training:
Moraine Valley Community College, Palos Hills, Illinois 2007
Certificate - Software Development
Workforce Development Module: *Business Marketing*

*SAMPLE: Functional Resume. Transferring from retail to healthcare. Functional resumes are best used when you have not had the "exact" job that you are seeking, but you have the **relevant transferable** skills required for the position.*

TYRONE LEE

4 Year Drive, Career Changer Avenue, Healthcare Heights, Illinois 60465
Phone: 708.555.5555 E-mail: professional@email.com

EDUCATION

High School Diploma

Amos Alonzo Stagg High School, Palos Hill, IL

1998

Medical Assistant Certificate Program

Moraine Valley Community College, Palos Hills, IL

2006-Present

Clinical Internship Phlebotomy Program

Palos Community Hospital, Palos Park, IL

HEALTHCARE SKILLS

- Obtained patient vital signs (blood pressure, temperature, monitored oxygen, pulse).
- Provided instruction on proper medication use and diet.
- Transferred patients and provided support, utilizing excellent listening skills.
- Able to prepare specimens for laboratory testing.
- Retrieved and reviewed patients' medical records with meticulous detail.
- Established rapport and trust with diverse patients.

Tyrone pulls from his clinical rotation and volunteer experiences.

CUSTOMER RELATIONS SKILLS

- Demonstrated superior communication skills by conducting telephone interviews and obtaining key information.
- Greeted customers and instructed customers on paperwork with patience.
- Provided customers with helpful explanations in a clear and timely manner.
- Dealt with inquiries and complaints in a polite and efficient manner, promoting positive conflict resolution.
- Provided shoppers with helpful advice and suggestions during busy season.

The Experience section gives a chronological listing of where you got the transferable skills listed above.

EXPERIENCE

Student, Clinical rotations, Palos Community Hospital, Palos Park, IL

Fall 2007

Volunteer, St. James Hospital, Olympia Fields, IL

2006-2007

Customer Service Representative, Howey Helpem Agency, Chicago, IL

2004-2005

Sales Assistant, Abercrombie and Kitsch, Chicago, IL

2000-2003

COMPUTER SKILLS: Word-processing, spreadsheet creation, desktop publishing

ACTIVITIES: Minority Leadership Club, Reading Tutor, Meals-on-Wheels Volunteer

