

DEVELOPING A SUCCESSFUL RÉSUMÉ

Writing a résumé is one of the most difficult parts of a job search. To assist you, Student Employment Services has developed this step-by-step résumé packet. So relax, follow the easy steps, and if you need further assistance, contact us at (619) 482-6356, to schedule an individual appointment.

For additional Student Employment services, go online www.swccd.edu/~ses to view upcoming events, job fairs, part and full-time job openings, referral services, internships, and career placement assistance.

Packet contains samples of:

Functional/Target Résumés
Limited Experience Résumés
Cover Letter

Follow-up/Thank You Letter
Professional Reference Format
List of Action Verbs

Recommended Guidelines:

1. Use 20/24lb white, beige or light colored bond paper.
2. Use black ink and 10 - 12 pitch font.
3. Try to keep length to one page.
4. Avoid abbreviations (spell them out).
5. Keep margins at 1 inch or 1.25 (no larger).
6. **No** personal information (age, sex, marital status, children, religion, interests, hobbies, or activities).
7. Use "Spell Check" **and** have someone check for spelling and grammar errors.

Your résumé is the employer's first impression of you. Do not use a pre-formatted résumé wizard/template. Make the most of your résumé by presenting a visually pleasing, clear, and concise résumé.
Remember: This is YOU on paper 😊

This information is available in Alternate Media thru DSS (619) 482-6512, TTY (619) 482-6470

FUNCTIONAL/TARGET FORMAT SAMPLES

***Categorizes your work history and skills
that relate to a specific job objective***

Ricky Mondura

2225 Lark Lane
San Diego, CA 92122
(619) 656-1123

Objective: Position as an Accountant or Bookkeeper allowing for professional growth and advancement opportunities.

Summary of Qualifications

- 5 years of Bookkeeping/Accounting with office related experience.
- Experienced with various electronic calculators, and 10 key by touch.
- Bilingual: Spanish/English, with full fluency both written and verbal.
- Solid working knowledge of business machines and fast paced office environment.
- Computer proficient: MS Windows 97/2000, Access, Excel, Quick Books Pro 99, Peachtree, customized software, and Outlook.
- Acknowledged for working well in a high volume, high-pressured environment.

Professional Experience

Automated Accounting

- Analyzed financial statements produced reports, input data on an on-line computer system.
- Posted to a general ledger and generated weekly, monthly, and annual reports for company audits.
- Managed payroll using the NCR computer system.
- Operated automated accounts payable system covering approximately 110 accounts, paid weekly, bi-weekly or monthly.
- Posted clients journals, made adjustments to entries, and created general ledgers for individual clients.

General Accounting

- Worked with company draw system, merchandise invoice system, and report on demand system. Assisted with store expenditure schedule and audit inventory.
- Created and entered data using Excel and Access under direction of immediate supervisor.
- Reconciled weekly bank statements, involving over \$10,000.00.
- Prepared journal entries, and completed monthly profit and loss statement reports.
- Developed and computed monthly analytical reports using MS office and Access software.

Customer Service

- Established cooperative relationships with contracted businesses, banks, and credit associations.
- Provided courteous and friendly bilingual customer service in handling complaints, or concerns from general public, and employers.
- Managed various reporting projects, working with diversity and varied skilled environments.
- Provided assistance to other departments, private industry, or general public, using discretion and diplomacy.
- Proven organizational, mathematical and analytical abilities, knowing the customer is top priority.

Education

2006 – Present	University of California BA in progress	San Diego, CA
2003 – 2006	Southwestern College Associate in Arts: Accounting	Chula Vista, CA
2002– 2003	Regional Occupational Programs (ROP) Certificate: Teller Training	Chula Vista, CA

Employment History

2006 - Present	Clerical Aide	Southwestern College	Chula Vista, CA
2005 - 2006	Accounting Assistant	Abby Rental	Chula Vista, CA
2004 - 2005	Bookkeeper	South County Animal Shelter	Bonita, CA
2003 - 2004	A/P, A/R Clerk	Discount City	San Diego, CA

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Objective: Position as a Computer Support Technician, where experience and knowledge will offer opportunities for advancement.

Highlights of Qualifications

- 7 years of exceptional ability to interpret and problem solve software issues.
- Outstanding communication skills, reflecting patience, and solutions to a variety of daily challenges.
- Proven ability to design systems for quick access and trouble shooting ease.
- Extensive demonstrated knowledge of computer operations and software technology.
- Knowledgeable in training and instruction with groups or individual settings.

Professional Experience

Troubleshooting/Problem Solving

- Successfully resolved network-timing problems between client, production and printer.
- Reorganized user areas with customer's hard disk, restoring compatibility of file location for ease of retrieval by program.
- Advised staff and clients on effectively backtracking to resolve problems to a file and maintain security of original file database.
- Corrected keyboard techniques, data input and retrieval techniques, providing basic understanding of methods involved.
- Provided overall on-site assistance to administration, staff or clients on loading, configuration and maintenance, lowering malfunction complaints.

Training

- Managed the design and implementation of customized hands-on classroom training and computer lab programs.
- Coordinated with Supervisors and Managers for specific training and scheduling needs.
- Provided software and hardware for hands-on training in computer fundamentals, word processing, spreadsheets, graphics, and specific customized software packages.
- Conducted on-site comprehensive presentations to contracted companies and organizations.

Customer Service

- Received and successfully handled a high volume of customer and staffing calls, evaluating and resolving preliminary technical assessments.
- Established and maintained an effective and cooperative working relationship with programmers, staff, and administration, providing professional service and accommodations, assuring each assignment was top priority.

Education

2006 – Present	San Diego State University Bachelor of Science in process	San Diego, CA
2002 – 2005	Southwestern College A.S.: CIS: Operations/PC Support Specialist Emphasis	Chula Vista, CA
2001 – 2002	San Jose State University	San Jose, CA

Employment History

2006 - Present	Network Intern	Southwestern College	Chula Vista, CA
2004 - 2006	IT Assistant	PROTEC Industries	Chula Vista, CA
2003 - 2004	Sales Associate	Computer Discount City	San Diego, CA

Ricky Mondura
2225 Lark Lane
San Diego, CA 92122
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Objective: Position as an Office Assistant that offers professional growth and advancement opportunities.

Summary of Qualifications

- 6 years of clerical and office experience.
- Bilingual: Spanish/English, with full fluency both written and verbal.
- Highly reliable, can be counted on to complete assignments in a timely manner.
- Solid working knowledge of business machines and fast paced office environment.
- Computer proficient: MS Windows 97/2000, Access, Excel, PowerPoint, Internet, and Outlook.
- Type 55 wpm.

Relevant Experience

Office Experience

- Entered variety of data from rough drafts using various types of computer and customized software.
- Performed multi-task assignments and maintained a good working balance under pressure.
- Prepared file folders and reviewed documents for completeness and accuracy.
- Maintained accurate records and established an efficient filing system to streamline the process.
- Able to operate a wide range of office machines, calculators, and specialized equipment.
- Received, opened and distributed mail and materials to various offices and departments on a daily basis.
- Maintained a high level of confidentiality due to sensitivity of client or student population.

Reporting and Documentation

- Interpreted, compiled, and distributed reports for specific programs or projects.
- Created and entered data using Excel and Access under direction of immediate supervisor.
- Developed customized reports for statistical reporting needs under direction of supervisor.
- Calculated financial aid award amounts for students under grant or project program, for placement eligibility.

Customer Service

- Answered multi-line (8) phone, answered questions, provided information, took accurate messages or transferred calls to appropriate party.
- Provided courteous and friendly bilingual customer service in handling complaints, or concerns from general public, and employers. Referred to appropriate supervisor or office when necessary.
- Provided assistance to other departments, private industry, or general public, using discretion and diplomacy.

Employment History

2005 - 2006	Clerical Aide	Southwestern College	Chula Vista, CA
2003 - 2005	Clerical Assistant	Abby Rental	Chula Vista, CA
2002 - 2002	Office Clerk	South County Animal Shelter	Bonita, CA
2000 - 2002	Operator	Discount City	San Diego, CA

Education

2005 – Present	Southwestern College Major: Business Administration	Chula Vista, CA
2003– 2004	Regional Occupational Programs (ROP) Certificate: Word Processing	Chula Vista, CA

***LIMITED
AND/OR
VOLUNTEER
WORK EXPERIENCE
SAMPLES***

Presenting your work history in chronological order, with most recent experience listed first.

Ricky Mondura

Objective: A position as a Legal Office Assistant with advancement opportunity based on quality of work and productivity.

Summary of Qualifications

- 1 year of internship experience in a legal environment.
- Ability to answer a multi-line (3) phone, and route calls.
- Familiar with MSWord 98/2000, Excel, Outlook, and Internet usage.
- Type 50 wpm.
- Knowledgeable in handling a cash register.

Work Experience

Office skills

- File, prioritizing materials in order of relevance or access of information.
- Provide basic research or materials and present to supervisor or assigned person.
- Prepare forms, and reports for distribution.
- Communicate effectively, and maintain good relationships with clients and staff.
- Strong work ethics, trusted, maintain a confidential status.
- Proven ability to balance work in a high-pressured work environment.

Additional skills

- Knowledge of basic bookkeeping and accounting procedures involving, invoices, accounts payable/receivable, payroll, and inventory processing.
- Cash handling and cash register experience.
- Worked with developing promotional materials for special events.
- Strong customer service background, receiving a certificate for exceptional service.

Employment History

2006 - present	Clerical Aide	DuBerg and Associates	Bonita, CA
2005 - 2006	Clerical Assistant	Cox Cable	San Diego, CA
2004 - 2005	Sales Associate	Macy's	San Diego, CA

Education

2005 - Present	Southwestern College Major: Paralegal Studies	Chula Vista, CA
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Objective: Part-time Customer Service position.

Abilities and Aptitudes

- Bilingual: English/Tagalog.
- Highly motivated toward career advancement.
- Reliable, honest and very trustworthy.
- Good attitude. Enjoy working with others.
- Know how to manage money and prioritize duties.
- Experienced in working a cash register

Paid and Volunteer Experience

2004 – 2005 Sears Chula Vista, CA
Sales

- Assisted customers with questions about the merchandise for the clothing department.
- Responsible for maintaining a clean and sanitary work area for customers.
- Developed displays to promote sale items and opening credit card accounts.
- Managed a cash register, handling cash, checks, or credit card purchases.

2004 – 2004 I Care Pet Clinic Chula Vista, CA
Volunteer

- Assisted Groomer with bathing and combing out both dogs and cats.
- Answered a two line phone, took messages or made appointments.
- Helped staff members in transferring animals or cleaning cages.

2003 – 2004 Berry Elementary School National City, CA
Volunteer Teachers Aide

- Assisted students with reading, writing and math lessons.
- Made copies of materials for teachers and students.
- Worked with children requiring one-on-one attention.
- Available to assist other teachers when necessary or needed.

Education

2005 – Present Southwestern College Chula Vista, CA
Major: Business Administration
Certificate of Completion: General Office Clerk

Cover Letter:

The purpose of a Cover Letter is to introduce you and your résumé to an employer, that communicates a specific message about your skills, and value to that organization.

Ricky Mondura
2225 Lark Lane
San Diego, CA 92122

(Insert current date)

Ms. Helen Turner
Director of Employment
Fallon Micro Systems
200 West Black Mountain Road
San Diego, CA 92154

Dear Ms. Turner:

I am very interested in the **Accounting** position you are advertising through Southwestern College, Student Employment Services. The skill level and commitment to quality you seek, matches my background and qualifications. Plus the challenge and opportunity to provide the service your company is known for, will be mutually beneficial.

My academic background includes specific coursework in office information systems, accounting procedures, and specific custom software. This knowledge, combined with my degree in Accounting and five years of practical experience, makes me a well-qualified, dynamic, and committed candidate.

I would appreciate your strong consideration, and have enclosed my resume for your review. I know I can make a significant difference, and bring an infusion of new talent. I can be reached at (619) 656-1123, to schedule an interview at your earliest convenience, to further discuss my qualifications and how they will apply to Fallon Micro Systems.

Sincerely,

Ricky Mondura

Enclosure

Follow-up/Thank You Letter:

The Follow-up or Thank You Letter provides a courteous way to thank the employer for the opportunity of interviewing, and reminds the employer of your interest and qualifications.

Ricky Mondura
2225 Lark Lane
San Diego, CA 92122

(Insert current date)

Ms. Helen Turner
Director of Employment
Fallon Micro Systems
200 West Black Mountain Road.
San Diego, CA 92154

Dear Ms. Turner:

Thank you for the opportunity of interviewing for the **Accounting** position. This is an exciting and challenging position, and I look forward to the prospect of joining your team at Fallon Micro Systems.

As mentioned during the interview, I am very familiar with many of the duties and responsibilities of the position, and feel confident that my accounting background, strong analytical reporting abilities, degree, and practical skills, will allow me to contribute significantly to Fallon Micro Systems.

It was a pleasure meeting you, and appreciated your time and interest in my abilities and professional background. You indicated a decision would be made within the week, and I look forward to hearing from you at that time.

Sincerely,

Ricky Mondura
(619) 656-1123

References: A list of three to five professional people you know who will verify your good character and work ethics.

List includes: Name, Title of Supervisor, Company, Address, and Contact phone number.

Provide and/or offer this information at the interview.

Ricky Mondura

2225 Lark Lane
San Diego, CA 92122
(619) 656-1123

REFERENCES

Kelly Till
Director, Human Resources
Bonita Elementary School
1155 Main Street
Bonita, CA 93555-2410
(619) 428-6699

Jerry Marco
Customer Service Supervisor
Cox Cable
15556 Federal Blvd.
San Diego, CA 92545
(858) 667-8956

Lila Hernandez
Sales Manager
Macy's
103 H Street
Chula Vista, CA 91911
(619) 442-0044

Action Verbs

Helpful ways of stating your job duties or responsibilities

Helping: Related, Guided, Led, Adjusted, Serviced, Referred, Rendered, Attended, Cared, Used sensitivity, Listened, Spoke, Directed, Monitored.

Detail: Approved, Validated, Retained, Executed, Dispatched, Responded, Followed-through, Implemented, Enforced, Arranged, Coordinated, Collected, Compiled, Purchased, Systematized, Tabulated, Compared, Inspected, Organized, Classified, Operated, Collated, Copied, Recorded, Processed, Facilitated.

Financial: Calculated, Computed, Planned, Managed, Budgeted, Audited, Appraised, Researched, Analyzed, Detailed, Administered, Developed, Reconciled, Prepared, Solved, Interpreted.

Communication: Influenced, Persuaded, Helped, Led, Directed, Reasoned, Sold, Developed, Recruited, Created, Negotiated, Arbitrated, Arranged, Mediated, Reconciled, Merged, Obtained, Enlisted, Motivated, Manipulated, Read, Spoke, Presented, Wrote, Prepared.

Management: Developed, Planned, Organized, Executed, Supervised, Scheduled, Assigned, Directed, Coordinated, Analyzed, Prioritized, Delegated, Hired, Terminated, Recommended, Evaluated, Administered, Contracted, Produced, Controlled, Reviewed, Spoke.

Research: Recognized, Clarified, Surveyed, Interviewed, Investigated, Inspected, Synthesized, Gathered, Examined, Diagnosed, Reviewed, Evaluated, Critiqued, Perceived, Collected, Wrote, Interpreted, Extrapolated, Isolated, Extracted, Decided.

Teaching: Influenced, Persuaded, Briefed, Informed, Encouraged, Communicated, Advised, Guided, Coached, Instructed, Explained, Enlightened, Stimulated, Invented, Adapted, Adopted, Facilitated, Coordinated, Developed, Enabled, Clarified, Set goals.

Creative: Innovated, Developed, Conceptualized, Created, Imagined, Planned, Designed, Synthesized, Integrated, Abstracted, Generated, Perceived, Discriminated, Visualized, Humored, Fashioned, Shaped, Played, Directed, Painted, Performed, Acted.