

## RESUME SAMPLES

Includes examples of chronological resumes, two-page resume, and a functional resume.

**Chronological Resume:** This format lists the items in each section in reverse chronological order. Your education section begins with the degree you are currently working on with an anticipated graduation date listed. Your experience begins with your current or most recent job first. Employers typically prefer this type of resume because it's easy to see your entire work history at a glance. They are most comfortable with this format.

**Two-Page Resume:** A typical resume should one or two pages in length. It is best to stick to one page if you do not have a lot of related experience. If you go to a second page make sure to include your name at the top of the page. Never go over two pages.

**Functional Resume:** Also known as a skills-based resume. This format focuses on your related skills and experience rather than your chronological work history. It is used most often by people who are changing careers, have gaps in their work history, or have very little related work experience. Employers are less comfortable with this type of resume.

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## Maria Walker

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2400 West Seventh Street, Saint Paul, MN 55105  
651-555-5555 – maria.walker@email.com – www.linkedin.com/in/m.walker

### SUMMARY

Experienced retail supervisor completing a business administration degree and seeking a management trainee position. Proven organizational abilities, experience in business marketing, and proficient in related software systems. Able to apply management principles on the job.

### EDUCATION

Metropolitan State University, St. Paul, MN  
**Bachelor of Science: Business Administration**

Anticipated August 2017

### RELATED COURSES AND PROJECTS

**Courses:** Strategic Management, Operations Management, Management Information Systems, Organizational Behavior, Advanced Statistics

**Special Project:** Analysis of a restaurant's business operations that resulted in a 13% operational cost savings through restructuring debt and negotiating supplier contracts

### PROFESSIONAL EXPERIENCE

Target, Apple Valley, MN

September 2015-present

#### Management Intern

- Collaborate with managers and sales team members to resolve customer complaints
- Monitor customer preferences to determine focus of sales efforts
- Establish and review departmental policies, goals and procedures, conferring with supervisors and staff members as needed
- Assist with interviewing, hiring, and training new employees

Gander Mountain, Roseville, MN

2014–present

#### Shift Supervisor

- Train, supervise, and schedule employees in daily operations and customer service
- Ensure efficient service by monitoring inventory, monitoring trends, and ordering supplies
- Manage cash transactions, including daily reconciliations and deposits

Target, Saint Paul, MN

2008–2014

#### Customer Service Specialist/Cashier

- Ensured prompt and courteous customer service and resolution of concerns
- Assisted in training new employees in all aspects of cashiering and merchandise returns
- Recognized with four Employee of the Month awards

### PROFESSIONAL AFFILIATIONS

Member of International Association of Business Administration Professionals

2015-present

Member of Association of Leadership Programs

2014-present

### TECHNICAL SKILLS

Microsoft: Visio, Project, Excel, Access, Word, PowerPoint, Publisher; PeachTree Accounting

## MARIA WALKER

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### SUMMARY

Accounting professional with education and an internship focused on internal business auditing. Known for ability to assess complex situations and provide effective resolution. A skilled payroll professional with meticulous attention to detail.

### EDUCATION

Metropolitan State University, Saint Paul, MN  
**Bachelor of Science: Accounting**, GPA: 3.82  
Eligible for CPA exam: December 2015

August 2015

Inver Hills Community College, Inver Grove Heights, MN  
**Associate of Applied Science: Business Management**

### PROFESSIONAL EXPERIENCE

City of Saint Paul, Saint Paul, MN

2013–present

#### Payroll Specialist

- Maintain payroll and benefits payments for 40 departmental employees
- Consult with new employees about direct deposit payroll and communicate with financial institution about issues regarding direct deposit
- Promptly process accurate daily, weekly, monthly, and year-end reporting

R&D Tax and Accounting Service, Saint Paul, MN

May 2015–August 2015

#### Audit Intern

- Tabulated and examined sections of accounts, such as disbursements and reconciliations
- Examined register, verifying vendor names and amounts with receipts and invoices
- Notified lead examiner of any inaccuracies, shortages, or discrepancies
- Completed comprehensive audits quickly and accurately; prepared organized reports

ABC Industrial Manufacturing Co., Saint Paul, MN

2008–2013

#### Payroll Specialist

- Maintained payroll and benefits payments for 80 employees
- Ensured a seamless transition during software upgrades and times of technical issues
- Executed eTime hours and attendance processing and interface with payroll
- Updated and reconciled monthly bank statements and processed manual checks

### VOLUNTEERISM

Tax preparation for low-income families, Neighborhood Association

2012–present

### AFFILIATIONS

Metropolitan State University Student Accountants  
Minnesota Association of Certified Public Accountants  
American Association of Payroll Professionals

## Maria Walker

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### SUMMARY

Software Developer with demonstrated proficiency in design, development, and deployment of enterprise applications in the financial industry. Deep understanding of object-oriented analysis and design, with experience building software in C++ and Java. Focused on building systems with improved functionality and productivity.

### EDUCATION

Metropolitan State University, St. Paul, MN

anticipated May 2017

**Bachelor of Science: Computer Science; GPA: 3.64**

### PROFESSIONAL EXPERIENCE

Meridian Behavioral Health, St. Paul, MN

2015–present

#### Volunteer Technical Support

- Streamline the nonprofit's insurance billing system, saving 40 staff hours monthly
- Modify legacy systems for client records and billing where feasible
- Install Windows 10 and MS Office 2013 on office computers; train staff as needed
- Replace inefficient networking system to ensure accurate medical recordkeeping

Thomson Reuters, Eagan, MN

May 2015-August 2015

#### Software Developer Internship

- Designed, coded, and maintained invoice and management reporting systems
- Monitored the invoice process to ensure error-free billing of law firm clients
- Developed and maintained an internal system to evaluate errors and find solutions
- Analyzed and identified areas for modification of legacy software systems
- Created technical specifications and test plans in collaboration with technical writers

Randolph Heights Elementary, St. Paul, MN

2010–2015

#### Special Education Assistant

- Gained rapport with special education students, focusing on those on the autism spectrum
- Taught students how to use computers as a learning aid
- Assisted the school's technology specialist with installing software and troubleshooting
- Raised students' reading scores by using the Accelerated Reading Program

### TECHNICAL SKILLS

- Operating Systems: Windows (XP, 2000, NT)/Mac OS/Unix (Linux and Sun Solaris)
- Protocols/Networks: TCP/IP, IPX/SPX, Gigabit Ethernet
- Hardware: Hard drives, printers, scanners, hubs, NIC cards
- Software: Microsoft Office, FileMaker Pro, pcAnywhere,



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Experienced Network Administrator with expertise in UNIX, Linux and Windows 7/Vista/XP system administration. Eager to support an organization in achieving its IT goals by analyzing, troubleshooting, and maximizing system potential while keeping costs on budget.

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### Technical Skills

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**Operating Systems:** Windows 7/Vista/XP/Server 2008; Novell NetWare, UNIX, Linux

**Hardware:** Hard drives, Servers, Hubs, Routers, Switches, PCs, CD-ROMs, Cat5 cables

**Software:** MS Office, MS SQL Server, FileMaker Pro, pcAnywhere, MS Exchange

**Networking:** TCP/IP, DNS, DHCP, WINS, Ethernet

**Languages:** Visual Basic, C, C++, HTML, XHTML, CSS, JavaScript

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### Education

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Metropolitan State University, Saint Paul, MN

**Master of Science: Computer Science**

Anticipated August 2016

Metropolitan State University, St. Paul, MN

**Bachelor of Science: Management Information Systems**

2014

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### Professional Experience

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Catholic Charities, Minneapolis, MN – **Network Administrator**

2013-present

- Ensure continuous network operation throughout the nonprofit's five office locations
- Perform all user account updates and deletions; create employee manuals
- Balance budgetary concerns with new technological needs, modify or replace systems to maximize performance and minimize costs
- Design, configure, deploy and administer servers and networks
- Lead migration from Windows XP to Windows 7
- Analyze existing systems and negotiate discounts with suppliers

XYZ Construction, Minneapolis, MN – **LAN Administrator**

2009-2013

- Served as systems administrator as the company grew from 30 employees to 100
- Installed and managed LAN activities on WinNT, including account administration
- Investigated and recommended new software and hardware

US Bank, Saint Paul, MN – **Account Processor**

2006–2009

- Monitored, audited, and checked all documents for accounts receivable for timely deposit
- Resolved discrepancies in accounts and assisted credit analysts with approval and collections
- Recorded daily deposit information for accounts receivable systems at 20 bank branches
- Cross-trained other accounts receivable employees to efficiently handle staffing needs

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**CAREER PROFILE**

Results-oriented business management professional with 10+ years of solid experience with small business ownership, education, and human services. Polished professional with a proven track record of success in strategic business planning, operations, relationship-partnering, sales, and community relations. Expertise in event planning, leadership development, mentoring, and case management. Former honors student who worked full-time while attending college full-time and maintaining volunteer activities in the community.

**EDUCATION****Bachelor of Science: Business Administration**

anticipated May 2017

Metropolitan State University, Saint Paul, MN

Course Highlights: Accounting, Business Finance, Ethics in Management, Investment Finance, Management Leadership, Marketing, Microeconomics

GPA: 3.6/4.0

**Associate of Science in Human Services**

Century College, White Bear Lake, MN

**COMPUTER SKILLS**

Windows, Microsoft Office (Access, Excel, PowerPoint, and Word), Microsoft Outlook, Internet Research, Proprietary Educational and Human Services Software.

**PROFESSIONAL EXPERIENCE****Co-owner, YouthFirst, Saint Paul, MN**

2010-2014

- Started business from its inception and successfully grew it into a busy non-profit program in under one year.
- Handled all strategic planning, marketing, financial, and accounting duties associated with the business.
- Maintained extensive records of all business transactions and planned for future growth.
- Thoroughly learned all policies, procedures, licensing, permit, regulations, requirements, and standards for opening a non-profit business.
- Joined Chamber of Commerce and Council of Non-profits.

**Family Support Worker**, Minnesota Department of Health, Saint Paul, MN 2006-2010

- Worked with several highly respected agencies including the YWCA, Healthy Families Ramsey, and the State of Minnesota.
- Established a trusting relationship with the parents of children considered at-risk for abuse and neglect to help them create healthier family environments.
- Created a “Family Support Plan” with specific goals, objectives, and activities in conjunction with the Program Supervisor.
- Provided in-home visits with prenatal and postnatal parents every week and followed up with the family for up to five years.
- Enthusiastically taught parenting education to culturally diverse families with cutting-edge materials created by the organization.
- Completed precise documentation per the program’s requirements and utilized the computer for case planning.
- Consistently exceeded expectations on annual job performance evaluations.

**Preschool Assistant Teacher**, Great Beginnings Preschool, White Bear Lake, MN 2005-2006

- Promoted a positive classroom setting for children by utilizing education and play activities.
- Prepared comprehensive lesson plans targeted toward different learning styles.
- Provided guidance, direction, understanding, and comfort to children as needed.
- Accepted increased responsibilities after demonstrating exceptional job performance.

## VOLUNTEER EXPERIENCE

**Member**, Saint Paul Chamber of Commerce, Saint Paul, MN 2011-2014

- Tutored groups of 10 students in math and individuals in reading.

**Volunteer**, Project Homeless Connect, Minneapolis, MN 2009, 2010, 2012

- Assisted homeless guests as they accessed services at an annual one-stop-shop event.

**Mentor**, Tamarack Young Women’s Residence, Minneapolis, MN 2002-2004

- Mentored approximately 20 troubled teenagers for a local young women’s residential facility.
- Praised by top management for communication and interpersonal skills with residents.

## MARIA WALKER

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### SUMMARY

Adaptable business administration graduate with studies focused on international business and entrepreneurship seeking an entry-level opportunity in business management. A skilled communicator with the ability to work in a fast-paced environment. Experience includes consulting with tax clients and handling sales and client communications for a tax office.

### EDUCATION

Metropolitan State University, Saint Paul, MN

**Bachelor of Science: Business Administration**, GPA: 3.58

May 2015

### PROFESSIONAL ACCOMPLISHMENTS

#### RELATED COURSES

- International Entrepreneurship, International Business, Strategic Management Accounting, Project Management, Management Information Systems
- Coursework focused on international business management; basic fluency in written and spoken Spanish

#### SPECIAL PROJECT

- Project manager for a student group that built a bookkeeping and payroll system for a nonprofit organization, streamlining business operations
- Served as a payroll consultant during the initial rollout of the system

#### COMMUNICATION

- Honed communication skills in a fast-paced environment where multi-tasking, teamwork, and high-quality customer service is a must
- Effectively communicated options and requirements with clients while assisting tax preparation specialists in preparing tax packages and handling billing

### WORK HISTORY

Valley Tap, Apple Valley, MN

2011-present

**Bartender**

Dave's Tax Service, Mendota Heights, MN

2013-2015

**Tax Preparation Assistant (Seasonal)**

Famous Dave's, Apple Valley, MN

2009-2011

**Server**