



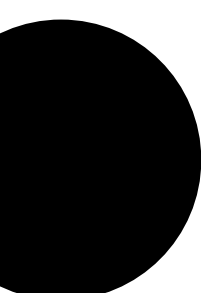
**GLENDALE  
COMMUNITY COLLEGE**

A MARICOPA COMMUNITY COLLEGE



# Resume

# QUICK GUIDE



**MARICOPA  
COMMUNITY COLLEGES**  
**GLENDALE**

Career Services

[gccaz.edu/student-life/career-services](http://gccaz.edu/student-life/career-services) | 623.845.3623 | [cacarer.services@gccaz.edu](mailto:cacarer.services@gccaz.edu)



# **TRADITIONAL RESUME**

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## **Your Name**

1234 Your Address (unless posting on public website)

City, AZ 85000(unless posting on public website)

Your phone number

your.email@gmail.com

### **SUMMARY OF QUALIFICATIONS** (all headings 12 pt. font bold & underlined)

- This section is used to highlight your top skills, education, and experience (10-12 pt. font)
- Make sure each bullet is related to the qualifications listed in the job posting
- Do not use I, me, or my – use third person language and pay attention to keywords in posting
- Tell the reader exactly how you meet the qualifications, don't beat around the bush
- Be specific and use #'s and %'s to showcase the results of your skills

### **EDUCATION**

Name of most recent Institution-City, AZ

Month/year completed or expected completion

Name of degree

You can add GPA; add campus involvement activities

Relevant Coursework:

- You can add this area to show knowledge in specific subject areas
- If it pertains or would be helpful for the job, of course
- Include the title of class in this section

### **WORK EXPERIENCE**

Company Name, City, State

Month/year (start and end or Current-Right Aligned)

*Job Title*

- Use 1 to two bullets to describe your job objectives (what you did) and make it easy to understand (don't use abbreviations or industry jargon)
- Use 2 to 3 more bullets to highlight your accomplishments and results in the job
- Example: Utilized Microsoft Word to create a brochure creating a 25% increase in traffic in the Career Center
- Example: Managed the workflow of 5 employees, leading to increased efficiency in overall patient scheduling procedures
- Example: Received "Employee of the Month" in March, May, and August

Note: Repeat the above format for each job you've held (for up to 10 years), as it relates to the position to which you are applying. If you have no work experience, use volunteer experience, class project experience, or any other experience you may have done "working" for family or friends that may showcase your abilities. Or consider a skills/functional resume.

If you have a lot of work history and only some of it relates to the job you want, separate your work experience into "Relevant Work Experience" and "Other Work Experience" sections. In the "Other" section, you don't need to give details other than job title, company name, location, and dates. To ensure you get the most use of space, change margins to "narrow" & paragraph line spacing to single, checking box that says "don't add space between paragraphs of the same style".

### **VOLUNTEER EXPERIENCE (Optional)**

*Title of volunteer job*, name of organization, City, State

Month/Year (started) – Month/Year (ended)

- List 1 or 2 bullets explaining what you did or results you achieved in this role
- HR recruiters see volunteer experience just as valuable as work experience so list it!

Note: Only list extracurricular activities if they showcase skills or are related to the job you want

**And that's it!** *Your resume can be 2 pages as long as the info relates to the job you want.*



## **TRADITIONAL RESUME**

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### **Your Name**

6000 W. Olive Rd.  
Glendale, AZ 85302  
623-845-5555  
your.name@yahoo.com

### **SUMMARY OF QUALIFICATIONS**

- Two years' experience in training, motivating and evaluating 15+ employees
- Accurately monitor budgets of over \$50,000; handle confidential information;
- Experience in work with internal and external customers and vendors to negotiate contracts
- Customer service and sales experience includes ability to work with people from diverse cultural and socioeconomic backgrounds
- Recognized sales leader (Sales of the Month Award) with ability to exceed sales goals

### **EDUCATION**

Glendale Community College, Glendale, AZ

Expected Graduation: May 2017

Associate in Business

GPA 3.9/4.0; Vice President of Associated Student Government

*Relevant Coursework:*

- Managerial Accounting
- Human Relations in Business
- Public Speaking

### **RELEVANT WORK EXPERIENCE**

*Executive Assistant, ABC Corporation, Gilbert, Arizona*

April 2013 to Current

- Ensure compliance of local, state and federal regulations and laws governing business operations, procedures and guidelines in a medical facility servicing 5 departments
- Maintain confidentiality and organization of 500+ patient and personnel records
- Successfully train, motivate and evaluate an office staff of 50+ employees via the use of effective presentation, communication, and training abilities
- Monitor Vice President's budgets of up to \$50,000, and work with vendors to locate and order equipment and supplies

*Administrative Assistant, DEF Company, Chandler, Arizona*

May 2010 to April 2013

- Served as first point of customer contact using multi-line phone system to schedule appointments
- Used Microsoft Office products including Word, Excel, PowerPoint as well as customized software for bookkeeping and human resources procedures
- Effectively organized and revamped the customer information system increasing efficiency by 40%
- Received high recognition in communication skill areas from supervisor in yearly reviews
- Collaborated with vendors to track equipment and supplies for manufacturing facility

### **OTHER WORK EXPERIENCE**

*Customer Service Agent, GHI Company, Inc., San Diego, California*

January 2008 to May 2010

- Worked closely with retail customers, answered questions and quickly resolved issues & complaints
- Successful background in selling products and services (warranties) to customers
- Continuously met product sales quotas by 110%, increasing overall company sales by 20% by 2005

### **VOLUNTEER EXPERIENCE**

*Fundraising Volunteer, Make-A-Wish Foundation Phoenix, Arizona*

Summer 2015

- Lead team of 5 in fundraising efforts with summer profit equaling \$500
- Assisted with social media efforts to gain event exposure resulting an 30% increase of attendees





## SKILLS/FUNCTIONAL RESUME

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### Your Name

1234 Your Address (unless posting on public website)  
City, AZ 85000(unless posting on public website)  
Your phone number  
your.email@gmail.com

### Summary of Qualifications

- This section is used to highlight your top skills and experience as it relates to the job posting
- Pay attention to the “qualifications” section on the job description to help you determine what to include
- Tell the reader exactly how you meet the qualifications, don’t beat around the bush
- Do not use personal pronouns such as I, me, or my when writing your resume
- Be specific and use numbers and percentages to showcase results of your skills

### Education

Name of most recent Institution-City, AZ Month and year completed or attendance dates  
Name of degree pursuing or completed  
You can add GPA if it’s worthwhile  
Relevant Coursework:

- You can add this area to show knowledge in specific subject areas
- If it pertains or would be helpful for the job, of course
- Include the title of class in this section

### Summary of Skills

#### **Skill # 1 You Want to Highlight**

- In a skills based resume, what is highlighted is not an ‘employment history’ section, but a ‘summary of skills’ section
- It de-emphasized employment and places the focus on skills that you have acquired throughout
- In this format, you highlight your skills that relate to the position and that shows off your transferrable skill sets, and write some bullets about it!

#### **Skill #2 You Want to Highlight**

- This format is useful for people that do not have experience- we focus on skills that have been acquired throughout your academic such as: communication, time management or teamwork
- Example: Work collaboratively with peers to accomplish special projects within designated time frames
- This format is also useful for people re-entering the workforce after a long absence, job hoppers, career changers, or if former jobs are varied with regard to their job description

#### **Skill #3 You Want to Highlight**

- Your goal in this format is to highlight at least three skills
- When writing your bullets, your bullets should always start with an action verb, what you did and then it should answer one of the following questions: why you did it, what did it accomplish or why it was important

**Experience** (If you have had employment history, in this format you would include just the basics)

**Job Title**, Name of Company, City, State, Dates of Employment (listed in reverse chronological order)  
If you do not have employment history, you can always replace this with “Clubs and Organizations” or “Honors and Awards” or maybe even “Certifications” if you have any.



## **SKILLS/FUNCTIONAL RESUME**

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### **Your Name**

6000 W. Olive Rd.  
Glendale, AZ 85302  
623-845-5555  
your.name@yahoo.com

### **Summary of Qualifications**

- Over 10 years of experience delivering consistently high levels of customer satisfaction
- Variety of experience working in the human resource field including HR issues, training and paperwork
- Possession of excellent writing skills for business correspondence, report writing and grant writing
- Effective in building strong community relations and client relations
- Proficient in Microsoft Office, Word, PowerPoint, Publisher and Constant Contact

### **Education**

Glendale Community College- Glendale, AZ  
Pursuing Associate in Business  
GPA: 4.0/4.0 Dean's List: 2010, 2011

August 2017- Present

#### Relevant Coursework:

- Business Communication
- Public Relations
- Advertising and Media

### **Summary of Skills**

#### **Human Resources**

- Hired, trained and supervised staff of up to 50 employees and volunteers
- Conferred with management to develop or implement personnel policies and procedures to ensure work productivity and transparency
- Arranged advertising of posting of job vacancies, and notified eligible workers of position availability to increase personnel

#### **Marketing**

- Supervised and budgeted events and programs of up to \$75,000 for catering department
- Created and designed visual and written content for company marketing materials and brochures to increase community visibility and customer base
- Designed and facilitated the development of social and educational programs and workshops for schools, campus, senior centers and corporations

#### **Organization**

- Utilized time management and organizational skills to execute administrative functions of budget preparation, committee development and fundraising
- Organized and revamped the customer information system increasing efficiency by 40%
- Excellent multiple projects management and organizational skills
- Collaborated with vendors to track equipment and supplies for campus facility

### **Experience**

**Program Director**, ABC Corporation, Phoenix, AZ, 2007-2008

**College Recruiter**, American University, Glendale, Nevada, 2006-2007

**Assistant Director, High School Admissions**, Culinary School, Henderson, Nevada 2004-2006



## **COVER LETTER**

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Your Name  
Glendale, AZ 85302  
623.845.3000  
your.email@maricopa.edu

February 25, 2021

Human Resources Manager  
ABC Company  
300 N. Cotton Lane  
Peoria, Arizona 85321

Re: Job ID 44567

Dear Hiring Manager,

When I came across the opportunity for a Supervisor position at ABC Company on Maricopa CareerLink, I immediately envisioned how my leadership style and passion for creating high-performing teams align with your organization's dedication to excellent customer care and community impact. As someone who thrives in collaborative environments and values making a difference, I am eager to contribute to your mission of enhancing customer satisfaction while fostering community connections.

My Associate of Arts degree in Business from Glendale Community College has equipped me with a strong foundation in business communication, management, and strategic decision-making. Beyond academics, my leadership experience—overseeing and motivating a team of 15 employees to achieve and surpass departmental goals—has honed my ability to build efficient, cohesive teams that prioritize customer focus. Under my guidance, teams have consistently exceeded performance metrics and cultivated a culture of collaboration and accountability, qualities I am eager to bring to ABC Company.

I welcome the opportunity to interview with you to discuss how I will provide the same valuable contributes to your organization's goals. Your time and consideration of reviewing my application is greatly appreciated, and I look forward to hearing from you soon.

Sincerely,

*(Sign your name here)*

Your Name