



Success consists of going from failure to failure without loss of enthusiasm.

-Winston Churchill

Photo by Chris Frank [CC BY](#)

From the Office

The HACB FSS' Program Coordinating Committee (PCC) is looking for a representative from the Family Self-Sufficiency Program. If you are interested in sitting on the PCC, please contact me. Your involvement in the PCC will

- help boost your resume,
- build your professional network,
- meet agency representatives and
- get a letter of reference from HACB.



Adjectives for Your Resume

www.indeed.com

Achieved
Volunteered
Planned
Collaborated
Enacted

Maintained
Produced
Designed
Strategized
Wrote

Bad Vs. Good Resume

www.pongoresume.com

EMAIL ADDRESS

-  ilikeagreenapplez@email.com
-  johnsmith123@email.com

OBJECTIVE

-  An opportunity to apply my skills.
-  To apply knowledge acquired through education and experience.

QUALIFICATIONS

-  A loan and underwriter, experienced at loan applications.
-  Accomplished loan and credit underwriter with nine years of experience.

WORK EXPERIENCE (DUTIES)

-  Took commercial and construction loan applications.
-  Processed \$10 billion in commercial construction loan applications for top commercial leader.

EDUCATION

-  Including *irrelevant* activities, such as sorority involvement if unrelated to job.
-  Including *relevant* activities, such as volunteer and projects related to job.

It is not enough to stare up the steps—we must step up the stairs.

-Vance Havner



Resume Example

www.resumegenius.com

CUSTOMER SERVICE REPRESENTATIVE

from Resume Genius

about

Customer Service Representative with over 5 years of experience in telephone customer service, including sales, tech support, and customer care. Familiar with major customer service software, conflict resolution, and possess a positive attitude. Aiming to use my proven skills to effectively fill the managerial role in your company.

contact

(123) 456-7895
HarperStewart@gmail.com
45 Winfield Dr.
Charleston, SC 90764
LinkedIn.com/in/username

EDUCAT

B.A. MARKETING
Boston University
Boston, MA
2013

A.A. COMPUTER SCIENCE
Boston University
Boston, MA
2011

SKILLS

Zendesk / Kayako / Parcel Audit
Microsoft Office Suite
Excellent Communication Skills
70WPM Typist
Problem Solving
Team Leadership

AWARDS

EMPLOYEE OF THE MONTH
January 2017 / Satellite TV Co.
"FASTEST LEARNER" AWARD
2013 / Scottrade
DEAN'S SCHOLARSHIP RECIPIENT
2013
Boston University

professional experience

2016 - Present

CUSTOMER CARE SPECIALIST / *Satellite TV Co. / Mt. Pleasant, SC*

- Handle 90+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information, and cancelling services
- Trained two new employees in how to use Kayako, entering customer data and organizing customer interaction logs
- Received an average 85% customer satisfaction rating to date, 15% higher than company average
- Suggested a new tactic to persuade cancelling customers to stay with the company, resulting in a 5% decrease in cancellations

2013 - 2016

CUSTOMER SERVICE INTERN / *Scottrade / Boston, MA*

- Memorized entire line of company products & services, including prices and special discounts
- Provided basic technical support for clients on a wide range of company products, resolving issues at a 90% rate
- Remained courteous and calm, even during moments of customer dissatisfaction

Create Your Resume

www.myfuture.com

1. Decide which type of resume you want (i.e., chronological, functional or both).
2. Create a header.
3. Write a summary.
4. List your experiences and skills.

Tip: Include a cover letter and a list of at least professional references.

Chronological Vs. Functional

www.myfuture.com

Chronological: Start with your most recent or current job, list your previous work experiences.

Functional: State each skill to show your strengths and individuality. Include short and concise explanations for each skill.

RESUME

www.thejobnetwork.com

TRENDS

FOR

2019

1

The file name of your resume should be thorough and simple. For example, johnsmith2019_resume.

2

Save your resume in a PDF file so that the reader can open your resume in any technological platform.

3

Organize and personalize your resume to the job that you are applying for. Be consistent with your heading, content, font size, format and font style.