

FIND THE CAREER YOU LOVE

Resumes, Cover Letters and Job Applications



WE ARE YOUR DOL



FIND THE CAREER YOU LOVE, “THE SERIES”

This publication is part of a series of documents designed as a comprehensive tool for jobseekers. Each publication focuses on different important aspects of finding and preparing for a career you love.

RESUMES, COVER LETTERS AND JOB APPLICATIONS: P677

JOB SEARCH AND NETWORKING: P678

INTERVIEWING: P679

TABLE OF CONTENTS

CHAPTER 1: CREATING AN EFFECTIVE RESUME	1
What Is a Resume?	2
Why Is a Resume So Important?	2
Three Types of Resumes	2
Choosing Your Resume Type.....	3
Gathering Information For Your Resume.....	3
Action Verbs To Use In a Resume.....	6
Transferable Skills.....	8
Addressing Common Job Search Challenges In a Resume	9
CHAPTER 2: RESUME TEMPLATES	11
Combination / Skills Resume	12
Chronological Resume.....	14
Functional Resume.....	16
CHAPTER 3: SAMPLE RESUMES	18
Sample 1 - Young Worker, Chronological Resume	19
Sample 2 - Young Worker, Functional Resume	20
Sample 3 - Young Worker, Combination Resume	21
Sample 4 - Continuous Work History, Chronological Resume	22
Sample 5 - Continuous Work History, Combination Resume.....	23
Sample 6 - Gap In Employment (Formerly Incarcerated), Combination Resume.....	24
Sample 7 - Gap In Employment (Mother Returning To the Workplace), Combination Resume	25
Sample 8 - Changing Careers, Combination Resume	26
Sample 9 - Multiple Employers, Combination Resume	27
Sample 10 - Veteran Entering a Civilian Job, Combination Resume.....	28
Sample 11 - Trade Industry, Chronological Resume.....	29
Sample 12 - Industry Specific, Chronological Resume	30
Sample 13 - Industry Specific, Chronological Resume	31
CHAPTER 4: COVER LETTERS	32
Importance of Writing a Cover Letter	33
Deciding the Purpose of the Cover Letter.....	33
Tips For Writing an Effective Cover Letter	34
Steps For Writing a Cover Letter	35
CHAPTER 5: SAMPLE COVER LETTERS	36
Sample 1 - Bulleted List Cover Letter	37
Sample 2 - Table Format Cover Letter.....	38
Sample 3 - Email Cover Letter.....	39
CHAPTER 6: JOB APPLICATIONS	40
Job Application Preparation	41
Online Applications.....	43
Applicant Tracking System (ATS)	44
Additional Resources.....	45

CHAPTER 1

Creating an Effective Resume

For additional information or to build a resume online, go to: www.jobzone.ny.gov



WHAT IS A RESUME?

The resume's primary function is to showcase your talents and skills to an employer - clearly, convincingly and quickly. A resume is:

- It is a marketing tool, it is going to market your experience, training and skills
- A way to tell employers what you have accomplished in the past and what you can do for their company now
- Your most important job search tool that can get you an interview, and leaves a lasting impression on a potential employer
- A guide for you and the employer during an interview

It is critical that you invest your time and effort into creating a resume that meets the employer's needs and highlights your assets. You should target your resume for specific jobs, and edit and update it according to what job you're applying for.

WHY IS A RESUME SO IMPORTANT?

Resumes are expected for almost all types of jobs from clerks to chief executive officers. Even with an employer's ability to search you on the internet and look you up on social media, a resume is still an essential tool for your job search.

- Resumes are needed when attending networking events, such as job fairs
- Resumes serve as a guide for your interview, and help you improve it
- Resumes keep you organized, making it easier to discuss your assets
- The purpose is to get you an invitation to an interview

THREE TYPES OF RESUMES

Choosing the best resume format is extremely important because there are many factors to take into account. These include the length of your resume and your accomplishments, as well as possible shortcomings. Whichever resume format you choose, make sure to include examples of accomplishments that benefited your previous employers. Three common types of resumes are chronological, functional and combination (skills-based). Keep in mind that businesses prefer either a chronological resume or a combination resume.

CHRONOLOGICAL

Chronological resumes highlight consistency. This format stresses what you accomplished in each of the positions you held. A chronological resume focuses primarily on the history of your work experience and education. It also shows your progress and advancements in your career. This resume format is popular among businesses.

FUNCTIONAL

A functional resume focuses on your skills and experience, without including chronological time and job titles. It presents a profile of your experience based on professional strengths or groups of skills. Your work history usually follows, but in less detail than in a chronological resume. It is used most often by people with gaps in their work history, those who are changing careers and individuals with limited work experience. Employers generally do not prefer to receive functional resumes as they do not show your work history or career progress.

COMBINATION

A combination (or combined) resume combines the best features of the traditional chronological (where the dates are in reverse order) and functional (where skills are listed in the beginning) resumes. A combination resume can also be referred to as a skills-based resume.

CHOOSING YOUR RESUME TYPE

Use this chart to help you identify what resume format will show your accomplishments most effectively.

IF YOU ARE...	THEN USE A...
A young worker and/or have limited work experience	Combination Resume (Chronological or Functional Resume also possible)
An older worker with a continuous work history	Chronological or Combination Resume
Returning to the workforce after a gap in employment (incarceration, parenting, illness, care giving etc.)	Combination Resume (Functional Resume also possible)
Changing careers or your area of focus	Combination Resume (Functional Resume also possible)
Someone who has changed jobs frequently or has had a wide variety of jobs	Combination Resume (Functional Resume also possible)
Veteran entering a civilian job	Combination Resume (Chronological or Functional Resume also possible)

No matter what resume format you choose, an effective resume is targeted and tailored so that it does the following:

- Addresses a business's specific needs and shows that you are the best fit for the position
- Focuses on a specific career objective or job posting within the first 15 lines of your resume
- States your value as an employee with results that you produced that benefited your previous employers
- Allows employers to easily and quickly read it

GATHERING INFORMATION FOR YOUR RESUME

No matter what type of resume you choose, you will need to gather specific information in order to write your resume. Use the resume template on pages 12-17 to organize the information you will need to include in your resume. Use the list of action verbs on pages 6-7 throughout this exercise.

CONTACT INFORMATION

The first section of your resume should include information on how the employer can contact you. Please be sure that your contact information is correct and up to date. The street address, city, state and zip code are optional to include on your resume.

- First and Last Names
- City, State, Zip
- Phone (Cell/Home, include area code)
- Email Address
- LinkedIn URL

OBJECTIVE (OPTIONAL)

Job title you're applying for and reason to hire you.

CAREER HIGHLIGHTS/PROFESSIONAL SUMMARY (OPTIONAL)

List key achievements, skills, strengths and experiences that are relevant to the position for which you are applying. By highlighting your important experiences, the prospective employer sees that you have taken the time to create a resume that shows how you are qualified for the job.

WORK EXPERIENCE, SKILLS AND ACCOMPLISHMENTS

This section of your resume includes your work history. Include the businesses you worked for, the dates of employment, the positions you held, a bulleted list of major responsibilities, accomplishments or achievements and a list of your skills. Use past tense for past jobs. Use keywords from the job description you are applying to and the research you did on the job and the employer.

Job Title | Company

City, State | Dates Work

Responsibilities, Special Skills This Job Required, Accomplishments

Job Title | Company

City, State | Dates Work

Responsibilities, Special Skills This Job Required, Accomplishments

Job Title | Company

City, State | Dates Work

Responsibilities, Special Skills This Job Required, Accomplishments

EDUCATION/TRAINING PROFESSIONAL DEVELOPMENT

The education section of your resume should appear near the top of your resume if it is your strongest selling point. If your work experience is your strongest selling point, education will be placed near the bottom. In general, your resume should present your strongest assets and qualifications first to employers to gain and hold their interest.

List the schools you attended, the degrees or credentials you attained, graduation year and any special awards and/or honors you earned. If you did not complete a degree or are working towards a degree, indicate the number of credits obtained or semesters completed.

Degree/Credential | School

City, State | Date Earned

Awards/Honors

Degree/Credential | School

City, State | Date Earned

Awards/Honors

VOLUNTEER WORK MEMBERSHIPS

Mention any volunteer work or professional organizations you might be a member of that are relevant to the job you are applying for. Hobbies, clubs or church groups that are not relevant to the job you are applying for should not be included. You can make this section heading "Miscellaneous" or "Relevant Activities" in order to include publications, presentations or unique talents related to the job.

Job Title | Agency

City, State | Dates Work

Responsibilities/Activity, Special Skills This Job Required, Accomplishments

Job Title | Agency

City, State | Dates Work

Responsibilities/Activity, Special Skills This Job Required, Accomplishments

ACTION VERBS TO USE IN A RESUME

Action verbs describe what you did at your job. Remember to use these verbs to describe your work experience when writing your resume and drafting cover letters. This will increase the impact of your writing and make potential employers take notice! Below is a sample list of action verbs that you can use to highlight your background:

ORGANIZATIONAL SKILLS

Approved	Compiled	Inspected	Prepared	Routed
Arranged	Corrected	Logged	Processed	Scheduled
Catalogued	Corresponded	Maintained	Purchased	Screened
Categorized	Distributed	Monitored	Recorded	Submitted
Charted	Executed	Obtained	Registered	Supplied
Classified	Filed	Operated	Reserved	Standardized
Coded	Generated	Ordered	Responded	Systematized
Collected	Incorporated	Organized	Reviewed	Updated

RESEARCH SKILLS

Analyzed	Critiqued	Extracted	Invented	Reviewed
Assessed	Detected	Formulated	Investigated	Searched
Balanced	Determined	Founded	Located	Solved
Clarified	Diagnosed	Gathered	Measured	Summarized
Collected	Evaluated	Handled	Organized	Surveyed
Compared	Examined	Inspected	Provided	Systematized
Conducted	Experimented	Interviewed	Researched	Tested
Considered	Explored			

TECHNICAL SKILLS

Adapted	Constructed	Fabricated	Printed	Restored
Applied	Converted	Fortified	Programmed	Solved
Assembled	Debugged	Installed	Rectified	Specialized
Built	Designed	Launched	Regulated	Standardized
Calculated	Determined	Maintained	Remodeled	Studied
Computed	Developed	Operated	Repaired	Upgraded
Conserved	Engineered	Overhauled	Replaced	Utilized

DATA FINANCIAL SKILLS

Achieved	Audited	Determined	Measured	Qualified
Administered	Balanced	Developed	Netted	Reconciled
Adjusted	Budgeted	Estimated	Planned	Reduced
Allocated	Calculated	Forecasted	Prepared	Researched
Analyzed	Computed	Managed	Programmed	Retrieved
Appraised	Conserved	Marketed	Projected	Sold
Assessed	Corrected			

COMMUNICATION/PEOPLE SKILLS

Advertised	Conveyed	Explained	Lectured	Referred
Arbitrated	Convinced	Expressed	Listened	Reinforced
Arranged	Corresponded	Formulated	Marketed	Reported
Articulated	Debated	Furnished	Mediated	Resolved
Authored	Defined	Incorporated	Moderated	Responded
Clarified	Developed	Influenced	Persuaded	Solicited
Collaborated	Directed	Interacted	Presented	Specified
Communicated	Discussed	Interpreted	Promoted	Spoke
Composed	Drafted	Interviewed	Proposed	Suggested
Condensed	Edited	Involved	Publicized	Summarize
Consulted	Elicited	Joined	Reconciled	Synthesized
Contacted	Enlisted	Judged	Recruited	Translated
				Wrote

MANAGEMENT/LEADERSHIP SKILLS

Administered	Converted	Executed	Instituted	Recommended
Analyzed	Coordinated	Generated	Led	Reorganized
Appointed	Decided	Handled	Managed	Replaced
Approved	Delegated	Headed	Merged	Restored
Assigned	Developed	Hired	Motivated	Reviewed
Authorized	Directed	Hosted	Navigated	Scheduled
Chaired	Eliminated	Improved	Oversaw	Secured
Considered	Emphasized	Incorporated	Planned	Selected
Consolidated	Enforced	Increased	Presided	Streamlined
Contracted	Enhanced	Initiated	Prioritized	Strengthened
Controlled	Established	Inspected	Produced	

CREATIVE SKILLS

Acted	Created	Entertained	Instituted	Performed
Adapted	Customized	Established	Integrated	Photographed
Began	Designed	Fashioned	Introduced	Planned
Combined	Developed	Formulated	Invented	Revised
Composed	Directed	Founded	Modeled	Revitalized
Conceptualized	Displayed	Illustrated	Modified	Shaped
Condensed	Drew	Initiated	Originated	Solved

TEACHING SKILLS

Adapted	Coordinated	Explained	Instilled	Taught
Advised	Critiqued	Facilitated	Instructed	Tested
Clarified	Developed	Focused	Motivated	Trained
Coached	Enabled	Guided	Persuaded	Transmitted
Communicated	Encouraged	Individualized	Simulated	Tutored
Conducted	Evaluated	Informed	Stimulated	

TRANSFERABLE SKILLS

Transferable skills are universal skills that you can easily take with you from one business or job to another. They are skills you have used in the past that may relate to future jobs. Jobseekers often feel they must look for the same job or title they last held. This puts limits on the types of jobs you look for. By identifying your transferable skills, you will open up more job opportunities. Below is an example of how a single skill (organization) is transferable across different occupations.

Sales People
ORGANIZE sales calls

Warehouse Workers
ORGANIZE inventory

Administrative Assistants
ORGANIZE information

Keep in mind, if you are able to use a skill in one work situation, you should be able to use it in another, even if the work appears completely unrelated to your past employment or educational experience. At least 50% of what may be expected of you in a new job can often consist of transferable skills.

EXAMPLES OF TRANSFERABLE SKILLS IN PROFESSIONS

These are just a few examples of how transferable skills you already have and use will serve you and your new employer in a different occupation. Work with your Department of Labor workforce professional to identify additional transferable skills and job opportunities specific to you.

TITLE	SKILLS	TARGET OCCUPATIONS
<p>SECRETARIAL/CLERICAL Helen has 15 years of experience in a job with diverse tasks. She is skilled at answering multi-line phone systems, greeting customers, typing correspondence, and transcribing in minutes. She uses the latest computer system for correspondence and databases. She also maintains electronic appointment books, prepares materials for meetings, orders office supplies, and makes travel plans.</p>	<p>Communication Customer service Active listening Organization Management of multiple projects Attention to details Prioritize tasks Time management</p>	<p>Event manager Purchasing agent Manage repair or service calls Customer service Intake worker in human service or medical field Insurance clerk</p>
<p>MATERIAL HANDLER/LABORER Joseph is a worker who uses his physical strength all day to move heavy objects. In his job, he needs to detect product problems by visual inspection. He fixes these problems by using hand and power tools. It is important that he is punctual, follows safety procedures, and meets production levels.</p>	<p>Knowledge of how to use hand and power tools for repair Understanding of how materials are assembled Plan when storing or loading materials</p>	<p>Assistant carpenter Shipping and receiving clerk Delivery person Moving and storage worker</p>
<p>RETAIL SALESPERSON Joan worked for 10 years as a cashier in one organization, achieving a high salary for her skills. She has knowledge of many functions of the retail business because she floated among several departments over the years. Joan's co-workers often praise her for her ability to step in during tense situations and calm people down.</p>	<p>Customer service High accuracy and ability to learn new information Relaying information to others</p>	<p>Customer service Insurance agent Receptionist Banker or teller Outside or inside sales</p>

ADDRESSING COMMON JOB SEARCH CHALLENGES IN A RESUME

There are several different challenges you could face when re-entering the labor market based on your background and experience. There are ways that you can address these challenges in a positive way to ensure your resume will be noticed by employers. Read through the challenges you may face and learn how to address them in your resume. Refer to the **Resume Selection Chart** on page 3.

RETURNING TO THE WORKFORCE/GAPS IN EMPLOYMENT

You might be returning to the workforce after a gap in employment for a variety of reasons. If you do have gaps in your employment a functional or combination resume can be effective. The key is to highlight the positive (required skills) while you minimize the negative (gaps in employment).

Using volunteer or short-term positions can help fill in the dates while providing current and important skills. Do not indicate if the job was voluntary, full-time or part-time and use years for dates instead of months. Years of service can be substituted for date ranges. It is often beneficial to indicate when jobs are temporary as it helps reduce the appearance of job-hopping.

CRIMINAL RECORDS

When incarcerated, you might have learned marketable trades and held jobs. Use this to your benefit by creating a combination or functional resume. Focusing on skills and qualifications allows you to highlight “the positive” and focus on strengths while reducing the emphasis on employment gaps.

You can list your employer as New York State, the department worked in (such as the Carpentry Department) or the company that holds the prison contract such as Corecraft. Don't forget to include skills learned through volunteer work, hobbies and involvement in teams or organizations.

Ask Career Center staff for a copy of “**The Prime Objective**” for additional assistance with re-entering the job market after incarceration.

PERCEIVED LACK OF ACCOMPLISHMENTS OR SKILLS

We all have accomplishments. The challenge is to recognize and present them in a positive way. Highlighting accomplishments, instead of responsibilities, helps your resume stand out among the competition. Think about employment or relevant volunteer experiences, hobbies, teams or organizations in which you have been involved.

Ask yourself questions to help identify your accomplishments: What have you accomplished that you feel was a job well done? Have you been selected, appreciated or recognized for something by an employer? What problems have you solved?

YOUNG WORKERS

If you are a young worker, you should include all work experiences that helped you gain experience and knowledge, including positions as a part-time employee and/or volunteer. If you lack a traditional employment history, organize your resume by qualifying skills instead of by employer.

EXPERIENCED WORKERS

More experienced workers should not include their entire employment history. Include the most recent employment history for about 15 years and remove older dates from the “Education” section. When related experiences go back further than 15 years, include them in the “Summary of Qualifications” section. This allows you to showcase qualifications you may have started developing decades ago.

In your resume, don't promote your age; avoid phrases like “Seasoned Professional” and “Wealth of Experience.” Consider removing your birth year out of your email address (ex. **JimBeam1951@mail.com**) as this could indicate your age to your potential employer.

HIGHLIGHT YOUR TECHNOLOGY SKILLS

Show you're connected – jobseekers should have an electronic footprint and be searchable on social and professional networking sites. Leave outdated technology out of your resume.

MILITARY TO CIVILIAN SKILL TRANSLATORS

Use information from the following websites to convert skills acquired in a military career into skills that can be utilized in civilian jobs: Cool Army website and ONET Crosswalk (www.onetonline.org/crosswalk/MOC/). Transferring your skills will help civilian employers match your skill sets to their needs. However, be aware that the skills described by these websites may not accurately describe your military experience. For additional assistance with identifying your transferable skills, talk with a workforce professional at your local Career Center.

LACK OF TECHNICAL SKILLS

If you are unsure about how to post a resume on a website or create a website resume, ask for help at your local Career Center, local library or the career advisement center at your school to resolve your technical challenges. Workshops and classes might be offered at all of these locations to advance your skills.

CHANGING INDUSTRIES OR CAREERS

Develop a list of transferable skills (skills used in previous jobs that are necessary for your target occupation) and then organize your resume to highlight those skills.

LACK OF A SOLID CAREER FOCUS

If you do not know what you are looking for, how will you know that you found it? A job search can be overwhelming, but not knowing what you are looking for makes it even more difficult. Learning about careers and taking Career Interests and Work Values Assessments will result in less frustration, increased success and an eventual time savings. Complete self-exploration and career exploration assessments by visiting the New York State Department of Labor's JobZone (www.jobzone.ny.gov) and My Next Move (www.mynextmove.org).

MULTIPLE CAREER OPTIONS

Sending a generic resume to a potential employer is not the best approach for a job search. Minor adjustments to how you describe your skills and qualifications will be needed as your targeted position changes. Begin by ranking targeted occupations according to your priorities, such as job opportunities, salary ranges, your interest and possible ease of entering the potential workplace. Craft a resume and conduct a job search for the occupation you want the most.

CHAPTER 2

Resume Templates

You can access these fillable resume templates on the New York State Department of Labor website:

https://labor.ny.gov/careerservices/findajob/res_fun.shtm



COMBINATION/SKILLS RESUME TEMPLATE

A combination (or combined) resume combines the best features of the traditional chronological resume (where the dates are in reverse order) and the functional resume (where skills are listed in the beginning). A combination resume can also be referred to as a skills-based resume.

Name

Address (optional) • Phone Number • Email Address

Professional Profile

- Example 1: Number of years experience in work relevant to job applying to
- Example 2: Credentials, education or training relevant to job applying to
- Example 3: A key accomplishment that shows your qualifications for the job
- Example 4: Personal characteristics or traits that you possess that are relevant
- Example 5: Computer skills/list computer skills

Summary of Skills

- Relevant skill
- Relevant skill
- Relevant skill
- Relevant skill
- Relevant skill
- Relevant skill
- Relevant skill

Work Experience

One Major Skill (directly relevant to the job)

- A job task or accomplishment that illustrates this skill
- A job task or accomplishment that illustrates this skill
- A job task or accomplishment that illustrates this skill
- A job task or accomplishment that illustrates this skill

Another Major Skill (directly relevant to the job)

- A job task or accomplishment that illustrates this skill
- A job task or accomplishment that illustrates this skill
- A job task or accomplishment that illustrates this skill
- A job task or accomplishment that illustrates this skill

Another Major Skill (directly relevant to the job)

- A job task or accomplishment that illustrates this skill
- A job task or accomplishment that illustrates this skill
- A job task or accomplishment that illustrates this skill
- A job task or accomplishment that illustrates this skill

Work History

- Job Title, Company Name, City, State month / year - month / year
- Job Title, Company Name, City, State month / year - month / year
- Job Title, Company Name, City, State month / year - month / year

Education / Training

- Name of degree or Credential, School / University Name, City, State
- Name of degree or Credential, School / University Name, City, State

Military Experience (optional heading)

Military Branch – Position Held

Volunteer Experience (optional heading to include if relevant to the job)

Organization – Position Held

COMBINATION/SKILLS RESUME SAMPLE

James O'Connor

Buffalo, New York • 716-555-5555 • JamesOConnor@mail.com

Professional Profile

- Skilled professional with over five years of customer service experience
- High School Diploma with training in dealing with difficult customers
- Manage a high-volume workload; resolve an average of 100 calls per day
- Positive and helpful individual; determined to increase customer satisfaction
- Proficient in Microsoft Office Word, Customer Service Software and can type 50 words per minute

Summary of Skills

- Communication skills
- Conflict resolution
- Manage a multi-line phone
- Positive attitude
- People oriented
- Empathy
- Active listening
- Analytical thinking
- Patience

Work Experience

Customer Service

- Successfully multi-tasked in a fast-paced environment; managed a multi-line phone, difficult callers, and built trusting relationships with customers
- Resolved customer complaints by listening, identifying problems and taking corrective actions
- Earned the highest customer satisfaction rating in 2021 at Memories Inc., information based on customer surveys compiled over a year's span
- Helped achieve the company's retention goal of 85% by achieving a personal goal of 95% retention of customers
- Assisted with an on-the-job training program that reduced training time from 10 weeks to 8 weeks **Sales**
- Consistently generated additional revenue utilizing thorough product knowledge and friendly sales techniques to up-sell products and services
- Developed a unified sales pitch used by Customer Service Representatives across the company to increase overall sales (After implementation, sales increased 25%)

Banking

- Continuously met sales quotas by providing information and recommendations to customers on appropriate services and products after assessing their needs through conversation and account analysis
- Exceeded production goals by serving an average of 10 customers per hour with efficiency and accuracy
- Received the 'Employee of the Month Award' for outstanding customer service and transaction accuracy

Work History

- Customer Service Representative, Memories Inc., Buffalo, NY February, 2021 - Present
- Customer Service Representative, ABC Co., Buffalo, NY May, 2018 - February, 2021
- Bank Teller, MKB Bank, Lancaster, NY March, 2015 - May, 2018

Education / Training

- Certification in 'How to Deal with Difficult Customers', CSR Training Inc., Lancaster, NY
- Notary Public, New York (Commission expires December 2025)
- High School Diploma, Buffalo High School, Buffalo, NY

Volunteer Experience

Business Professionals of Buffalo – Member

CHRONOLOGICAL RESUME TEMPLATE

Chronological resumes highlight consistency. This format stresses what you accomplished in each of the positions you held. A chronological resume focuses primarily on the history of your work experience and education. It also shows your progress and advancements in your career. This resume format is popular among businesses.

Name

Address (optional) • Phone Number • Email Address

Professional Profile

Describe your work experience and strongest skills

Work History

Company Name

City, State

Dates of employment

Job Title

- Job responsibility / achievement
- Job responsibility / achievement
- Job responsibility / achievement

Company Name City, State

Dates of employment **Job Title**

- Job responsibility / achievement
- Job responsibility / achievement
- Job responsibility / achievement

Company Name City, State

Dates of employment **Job Title**

- Job responsibility / achievement
- Job responsibility / achievement
- Job responsibility / achievement

Company Name City, State

Dates of employment **Job Title**

- Job responsibility / achievement
- Job responsibility / achievement
- Job responsibility / achievement

Education

School Name

City, State

Dates of attendance

Degree Obtained

Special award / accomplishment or degree minor

CHRONOLOGICAL RESUME SAMPLE

Penny Johnson

Pleasant City, NY • 555-555-1234 • Email Address

Professional Profile

Over ten years of experience in the Customer Service industry with career progression from customer service representative to department manager. Proven accomplishments in service delivery, office management, program planning, project management, policy development and problem resolution. Recipient of multiple Quality Service awards.

Work History

USA Mobility Albany, NY 2020 - Present

Quality Control / Training Representative

- Reviewed in-place processes and determined solutions for streamlining effectiveness, resulting in 20% increase in production
- Assisted Training Director in the preparation of numerous documents
- Team leader for the identification and implementation of changes designed to increase the quality and quantity of production; received salary bonus for superior work

Superior Marketing Rensselaer, NY 2015- 2020

Senior Rep / Team Leader

- Identified and promoted the need for further employee development and training in an effort to reach the highest possible performance standards
- Provided feedback and support concerning customer service procedures to staff of 25
- Implemented interpersonal and communication skills when assisting staff with difficult callers

Advance Telecom Troy, NY 2007 - 2015

Customer Service Representative

- Continuously exceeded company mandated quota for calls answered per shift
- Utilized communication and problem solving skills with clients
- Provided problem resolution for approximately 500 calls each week

Education

School of Business Albany, NY

Associate of Arts in Business Administration

Dean's list for last two semesters

FUNCTIONAL RESUME TEMPLATE

Functional resumes focus on your skills and experience, without including chronological time and job titles. It presents a profile of your experience based on professional strengths or groups of skills. Your employment history usually follows but in less detail than a chronological resume. It is used most often by people with gaps in their work history, those who are changing careers and individuals with limited work experience.

Name

Address (optional) • Phone Number • Email Address

Profile

Describe your work experience and strongest skills

Professional Highlights

Field or Area of Achievement

- Job responsibility / achievement
- Job responsibility / achievement
- Job responsibility / achievement

Field or Area of Achievement

- Job responsibility / achievement
- Job responsibility / achievement
- Job responsibility / achievement

Field or Area of Achievement

- Job responsibility / achievement
- Job responsibility / achievement
- Job responsibility / achievement

Skills

- Professional or technical skill
- Professional or technical skill
- Professional or technical skill
- Professional or technical skill
- Professional or technical skill

Employment History

Job Title

Company Name – City, State

Job Title

Company Name – City, State

Education

Degree – School Name, City, State

FUNCTIONAL RESUME SAMPLE

Phillip Kelley

Pleasant City, NY • 111-112-9181 • Phillip@mail.com

Profile

Experienced warehousing and logistics employee accustomed to working in a high-volume facility and licensed for pallet jacks and fork trucks. Experience includes training and supervision.

Professional Highlights

Supervision

- Maintained schedule for cleaning crew of 8-10 members assigned to warehouse (32,000 square feet)
- Trained new employees on all products and processes for nightly cleaning
- Maintained daily production logs and set goals to address areas in need of special consideration

Shipping and Inventory

- Ensured an average of 400-600 items were ready for shipment each month
- Efficiently operated and trained three other staff how to operate a commercial laminator
- Earned "Rookie of the Month" award for learning jobs quickly

Material Handler

- Ensured more than 800 products were loaded on correct trucks each week
- Operated pallet jacks and fork trucks
- Loaded and unloaded 15-20 48'-53' trailers (weekly)

Skills

- Inventory management
- Safety team member
- Preventive maintenance
- Dry and refrigerated storage techniques
- Packaging and bill of lading preparation

Employment History

Inventory and Shipper

Huntersville Corporation - Huntersville, NY

Material Handler

City Distribution - Amsterdam, NY

Education

High School Diploma – Prairie Town High School, Prairie Town, NY

CHAPTER 3

Resume Samples

View these sample resumes for additional examples of chronological, functional and combination resumes.



SAMPLE 1 - YOUNG WORKER, CHRONOLOGICAL RESUME

Nina is a young worker with consistent work experience. She lists her work experience in reverse chronological order to show her history of steady employment. She also lists her education in the top portion of her resume to draw attention to her recent degree.

NINA A. SMITH

518-222-2222 • nsmith11@mailbox.com • www.linkedin.com/ninasmith

Profile

A self-motivated worker who is seeking an entry level accounts payable or accounts receivable position. Exceptional communication and negotiation skills. Driven to succeed with a strong work ethic and commitment to excellence.

Education

Bachelor of Science, Business Administration, 2022
Carter College, Carter, ME

Work Experience

Integrity Publishing (a multi-newspaper group)

Pleasant, NY

Bookkeeper/Administrator, May 2022-Present

Oversee operations of the office's front end, servicing an average of 75 customers. In charge of all bookkeeping. Verify monthly bank statements against checkbook. Work with QuickBooks, Microsoft Office and other software programs. Process account payables and receivables. Process payroll for up to 20 employees.

New York Nursery and Landscaping

Piper, NY

Administrative Assistant, Summer of 2017-2022

Completed multi-faceted office tasks while managing a four-line phone system for a non-profit organization. Assisted the Director with banking, mail, conference calls and appointment scheduling. Communicated with hundreds of vendors on a weekly basis. Processed daily postings of receivables of member's yearly dues.

Miller's General Store

Piper, NY

Cashier, May 2014-June 2017

Greeted customers in a friendly and professional manner. Operated register, accepted payments, provided change and receipts. Extensive knowledge of store promotions and products.

Volunteer Experience

Tanya's Soup Kitchen

Pleasant, NY

Station Leader, 2017-2022

Assisted with serving meals to an average of 80 participants daily. Provided oversight for proper sanitation of work area.

SAMPLE 2 - YOUNG WORKER, FUNCTIONAL RESUME

Alex is a young worker who worked odd jobs throughout his high school years. He highlighted the skills he learned during his employment, but did not include dates of employment as they were not consistent.

Alex Brown

516-458-1111 | Alex.Brown@email.com

Profile

Experience caring for children, animals and property. Excellent project management, time management and communication skills. Works well independently or as part of a team, able to multi-task.

Professional Highlights

Property Care (Lawn and Landscaping Care)

- Provided lawn and landscaping services for grounds that spanned an average of 5-7 acres, including: mowing, edging, leaf removal and mulching piles
- Performed treatment to remove unwanted weeds and plants
- Shoveled driveways and sidewalks (2,000 to 5,000 square feet)

Child Care

- Supervised children (ages 2-12) for three families after school and on weekends
- Ensured safety and care of children by establishing appropriate boundaries and rules
- Prepared meals and snacks
- Assisted children with homework

Pet Care

- Managed care for animals of five families while they were away from home
- Provided pet sitting services, including: dog walking, feeding and yard care for 8-12 animals per week

Employment History

Lawn Care Specialist

Green Care Company, Hicksville, NY

Child Care Specialist

Wee Care, Hicksville, NY

Caretaker

Dog Walkers of America, Hicksville, NY

Education

Advanced Honors Diploma,

Hicksville High School, Hicksville, NY

Certificates and Awards

CPR Certification

Red Cross

"Most Innovative Sales Idea" Award

Hicksville High School

Activities

Varsity Soccer

SAMPLE 3 - YOUNG WORKER, COMBINATION RESUME

Larry Grant is an entry-level worker with limited work experience. This resume format highlights his skills: Landscaping, Groundskeeping and Custodial.

LARRY GRANT

Pine, NY 19192 • 518-305-9243 • lgrant@mail.com

SKILLS AND ABILITIES

- Communication
- Work independently
- Landscaping
- Computer skills
- Power equipment
- Customer service

WORK EXPERIENCE

LANDSCAPING AND GROUNDSKEEPING

- Landscape and maintain grounds and property of 75-acre golf course
- Use hand or power tools and equipment for hedges, lawns and snow removal
- Lay sod, dig and rake
- Mow and trim
- Plant, water and fertilize trees, shrubs and flowers on 75-acre golf course

CUSTODIAL

- Service, clean and supply 20 restrooms
- Clean four-story building floors by sweeping, mopping and vacuuming
- Gather and empty trash including hazardous medical waste
- Follow procedures for the use of chemical cleaners and power equipment
- Prepare cleaning solutions according to manufacturer and DOH specifications

WORK HISTORY

PINE TREE GOLF COURSE

07/2022 - 10/2023

Pine, NY

RURAL MED HOSPITAL

05/2021 - 08/2021

Clear Springs, NY

EDUCATION

High School Diploma - 2023

Pine, NY

SAMPLE 4 - CONTINUOUS WORK HISTORY, CHRONOLOGICAL RESUME

If you have been promoted within the same company, list the business once. List the job titles and accomplishments below the business name. Look at Barbara's employment background to see how she successfully organized her employment history to show her progression through the business.

Barbara Pace - 585.555.1234 - barb@mail.com - www.linkedin.com/in/barbarapace

Career Summary

Customer service industry professional with career progression from customer service representative to department manager. Proven accomplishments in service delivery, office management, program planning, project management, policy development and problem resolution. Recipient of multiple Quality Service awards.

Strengths

- Logistics
- Cost control and reduction
- Microsoft Office Suite
- Staff training and supervision
- Customer complaints resolution
- Quality and productivity improvement

Employment Background

USA Mobility (2016-Present)

Quality Control/Training Representative (2021-Present)

- Promoted due to extensive knowledge of departmental logistics and personnel
- Reviewed in-place processes and determined solutions for streamlining effectiveness, resulting in 20% increase in production
- Inspect personnel activities to ensure compliance with policies and directives
- Assist Training Director in the preparation of numerous documents (budgets, schedules, correspondences and reports) used to train more than 50 newly promoted employees
- Act as the Team Leader for the identification and implementation of changes designed to increase the quality and quantity of production; received salary bonus for superior work

Senior Representative/Team Leader (2018-2021)

- Detected and promoted the need for further employee development and training to help each Customer Service Representative reach the highest possible performance standards
- Provided feedback and support concerning customer service procedures to staff of 25
- Implemented interpersonal and communication skills when assisting staff with difficult callers

Customer Service Representative (2016-2018)

- Continuously exceeded company mandated quota for calls answered and number of calls worked per shift by 10%
- Utilized communication and problem-solving skills with clients; awarded "Rookie of the Year" (2017)
- Reviewed and resolved discrepancies of approximately 500 documents each week

Education

Personnel Management, USA Mobility

Computer Training Classes including database and spreadsheet applications Associate of Arts; Social Sciences, Junior College of Pleasant City, Pleasant City, NY

Professional Memberships

Customer Service Management Magazine, Subscriber (2016-Present)

National Customer Service Association, Chapter Member (2017-Present)

SAMPLE 5 - CONTINUOUS WORK HISTORY, COMBINATION RESUME

John's resume highlights three main skills he gained in his previous position as an Office Manager. He highlights awards and accomplishments under each skill.

John Williams

518-222-2222 / John.W@mailbox.com / www.linkedin.com/in/johnwilliams

Performance driven office manager. Solid achievements in production planning and management, cost control, employee morale building and grant oversight.

- Strategic Planning and Execution
- P&L Management
- Staff Development
- Analysis and Problem Resolution
- Staff Supervision
- Multi-Site Operations

Office Management Achievements

Inventory Control

Supervised pre-packing in the Product Management department, including the mailroom that processes an average of 1,400 items daily. Matched or exceeded standards by 20% and was the 2nd highest producing employee in 2016.

- Pre-packing area: Followed-up and maintained records and data entry. Received "Rookie Management Award" for best team morale and productivity; led team to deliver an average of 66 more units a year.
- Mailroom: Stocked, shipped, received and resolved shipment troubles and picked up specific order requests. Received five annual commendations for exemplary efficiency and accuracy, the most recent in 2017.

Quality Control

Oversee the Product Returns unit, processing an average of 3,000 items each month.

- Spearheaded the effort to create an Access 2021 database to maintain the division's records and Standard Operating Procedures
- Received the regional "Innovation Award" in 2023 for Access 2021 database implementation and decreasing the workload by 15% in 2021 and 2023

Technology Skills

Operated Microsoft Office software, Warehouse Management System and the Daly and Wolcott inventory system.

- The Auditing Department reported 97.5% accuracy. This was achieved by implementing a process of testing for system discrepancies and monitoring the inventory of more than 50,000 items

Employment History

Office Manager, Instant Corporation

Pleasant City, NY / 11/2017 - Present

Assistant Production Manager, Sampson Inc

Pleasant City, NY / 10/2012 - 11/2017

Additional Experience

Karate Instructor, KTD Academy

Pleasant City, NY / 11/2017 - Present

Share management and instruction responsibilities (in Spanish and English).

- Complete class scheduling and provide supervision for seven classes that average 20 participants
- Process monthly payroll, student transactions and in-school sales of more than \$280,000 each year

Education

Associate of Art: Business Management; Kent College, Promotion, VT

SAMPLE 6 - GAP IN EMPLOYMENT (FORMERLY INCARCERATED), COMBINATION RESUME

Raymond Carls was formerly incarcerated and has two gaps in employment. He earned his credentials while incarcerated and listed them under the Education and Certifications heading.

Raymond J. Carls

RaymondC@mail.com
Home: (111) 222-3333
Mobile: (111) 333-4444

Material moving professional with experience operating standing and seated forklifts. Dependable bilingual (Spanish) individual who consistently seeks challenging work. Safety conscious; effective in multitasking in fast-paced environment. Able to work independently or on a team.

Work Experience

Forklift Operator

- Operated forklift to pick orders per work sheet directions
- Organized on pallet and wrapped for shipping
- Maintained safety and cleanliness of areas at all times

Unloader

- Followed work orders via written and verbal instructions
- Unloaded freight from train cars
- Attached identifying tags to containers and stocked cargo in specified locations

Construction Laborer

- Cleaned and prepared construction sites to eliminate possible hazards
- Signaled operators to facilitate alignment, movement or adjustment of machinery and equipment
- Read plans, instructions or specifications to determine work activities
- Loaded and unloaded building materials and tools, distributing them to the appropriate locations

Rofer

- Experienced in standing-seam, rubber, asphalt shingles, cedar shingles, slate and synthetic slate
- Cemented or nailed flashing strips of metal or shingle over joints to make them watertight
- Installed, repaired and replaced single-ply roofing systems using waterproof sheet materials, such as modified plastics, elastomeric or other asphaltic compositions
- Cut roofing paper to size using knives. Nail or staple roofing paper to roofs in overlapping strips to form bases for other materials

Employment History

Building Materials - North Place, NY	2020 – 2024
Freight Pros - Overton, NY	2017 – 2018
Begone Demolition - North Place, NY	2016 – 2017
Dry Time Roofing and Sheet Metal, Inc. - Hometown, NY	2007 – 2014

Education & Certificates

Certificate

NYS Welding School Overton, NY

Certificate

NYS Custodial Maintenance North Place, NY

High School Diploma

NYS Department of Education North Place, NY

SAMPLE 7 - GAP IN EMPLOYMENT (MOTHER RETURNING TO THE WORKPLACE), FUNCTIONAL RESUME

Jamie has a 2-year gap in employment due to caring for her children. Her resume is in a functional format to highlight her receptionist skills instead of her lapse in employment.

Jamie Faye

New York, NY · JamieFaye11@mail.com · (347) 856-8888

Summary of Qualifications

10 years of experience working in an office environment. Excellent time management and customer service skills. Effectively assists customers with scheduling appointments, general questions and complaints.

Strengths

- Time Management
- Multi-line Phone
- Mail Distribution
- Scheduling
- Written and Oral Communication

Professional Highlights

Customer Service

Assisted customers by phone, email and personal interaction

- Highly skilled in greeting visitors
- Answered inquiries regarding appointment times and general information. Forwarded calls to appropriate staff and took detailed messages for unavailable staff
- Contacted customers via telephone to remind customers of their scheduled appointments, left messages and rescheduled as appropriate

Scheduling

Scheduled customers for appointments and follow-up appointments

- Checked customers in for their scheduled appointments and updated any outdated customer information in case management system
- Provided required paperwork for new customers and ensured all areas of the forms were completed
- Entered customer and insurance information into the case management system, timely and accurately
- Utilized the scheduling system to appropriately schedule customers for follow-up appointments

Clerical

Maintained electronic and paper files for each customer

- Created a new filing system to improve organization
- Entered all new customer information and insurance information
- Sorted incoming mail and mailed out correspondence
- Managed office equipment, including repairs and ordering office supplies as needed

Work History

Receptionist, MKK Associates _____ New York, NY

Office Assistance, Ken's Chiropractic LLC _____ Bronx, NY

Receptionist, NYC ENT _____ New York, NY

Education

Associate in Arts, Business Administration

Borough of Manhattan Community College

SAMPLE 8 - CHANGING CAREERS, COMBINATION RESUME

Donald Bryman recently earned an Associate's Degree in Computer Science and wants to transition from a production occupation to a position that will utilize his new skills in database user interface and ERP software. He lists his education on the top half of his resume and lists the skills relevant to his desired occupation.

Donald Bryman

123.456.7891
Donald@mail.com
www.linkedin.com/in/donaldbryman

PROFILE

Experienced production and warehousing professional with special focus on warehouse database user interface and ERP software. Abilities include training of new employees and supervision.

SKILLS

- Database user interface and query software
- Enterprise Resource Planning (ERP) software
- Office suite software
- Set up and operation of handheld scanners
- Operating system software
- Spreadsheet software

EDUCATION

Associate of Applied Science (AAS), Computer Science May 2017
Barnesville Community College, Barnesville, NY

PROFESSIONAL HIGHLIGHTS

Warehousing / Information Technician

- Maintain user interface and database updates for warehouse inventory
- Set up and maintained handheld and equipment mounted scanners to expedite production
- Moved freight, stock and other materials to and from storage or production areas

Shipping / Systems Operations

- Programmed scheduling software and maintained operational spreadsheets to track shipping
- Created spreadsheets and a database to record shipment data, such as: weight, charges, damages and discrepancies
- Examined shipment contents and compared with records, such as manifests, invoices or orders to verify accuracy

Machine Operation

- Adjusted machine feed and speed if machine malfunctioned
- Finished products for quality and adherence to customer specifications
- Planned and laid out work to meet production and schedule requirements

EMPLOYMENT HISTORY

Warehouse Technician - Safety Storage Co. January 2015 - Current
Lead Shipper - Ship Masters March 2013 - January 2015
Machine Operator - Fiberboard Co. April 2012 - March 2013

SAMPLE 9 - MULTIPLE EMPLOYERS, COMBINATION RESUME

The combination resume showcases Leonard's skills instead of focusing on his employment history (constant job-hopping). Use this format to focus more on relevant skills and less on multiple employers.

Leonard Lafferty

(123) 642-9761

Jump761@mail.com

Skills & Abilities

- Quality Control
- Manufacturing
- Customer Service
- Fiber Optics
- Material Handling
- Hand & Power Tools

Career Summary

Warehouse Worker

- Move freight, stock or other materials by hand or using trucks, tractors or other equipment
- Sort cargo before loading and unloading

Production

- Load and unload items from machines and conveyors
- Operate machinery used in the production process and/or assist machine operators

Custodial

- Service, clean and supply restrooms
- Clean building floors by sweeping, mopping, scrubbing or vacuuming

Construction Laborer

- Control traffic passing near, in or around work zones
- Clean or prepare construction sites to eliminate possible hazards

Electrical Equipment Technician

- Assemble electrical systems or prototypes using hand tools or measuring instruments
- Build, calibrate, maintain, troubleshoot or repair electrical instruments or testing equipment

Work History

- Graded Staffing - Salty Springs, NY 05/2019 - 01/2023
- BIG Staffing Inc. - Fieldstown, NY 08/2018 - 05/2019
- Sherman Printing - Arden City, NY 07/2017 - 12/2017
- Mido Landfill - Coment, FL 09/2013 - 04/2015
- Ictub Dairy - Varytown, NY 06/2013 - 08/2013
- Hinkley Communications Inc. - Turner, NY 05/2012 - 12/2012
- Temp Work - Saint Louis, MO 12/2011 - 04/2012
- Earl Construction - Fieldstown, NY 09/2011 - 11/2011

Education

- High School Diploma, Bounding High School
- Certificate - International Brotherhood of Electrical Workers (IBEW)
Fiber Optic Cabling & Splicing

SAMPLE 10 - VETERAN ENTERING A CIVILIAN JOB, COMBINATION RESUME

Martha Stevenson is a veteran who has recently entered the civilian labor market. The skills she learned in the military that can be transferred to a civilian position are highlighted in the 'Skills' and 'Areas of Strength' sections in her resume.

Martha Stevenson

315-569-4444 • MarthaStevenson@mail.com • www.linkedin.com/in/marthastevenson

Profile

Dedicated professional with four years of outstanding performance in the U.S. military; earned two promotions and excelled as a leader. Accountable and ambitious; able to remain focused and productive in challenging situations. Offering top-quality customer service and security operations.

Skills

- Customer Relations Operations Asset Protection Emergency Preparedness
- Crisis Management Defensive Techniques Firearms Proficiency
- First Aid
- Microsoft Office Suite
- Fluent in English & Spanish

Areas of Strength

Security

Producing a safe environment for customers and staff by providing personal and asset protection via advance security, detail inspections, investigations and emergency response.

- Accounted for the safety of equipment, valued at \$600,000+
- Secured the personal safety, training and performance of nine U.S. Army soldiers
- Promoted security operations; monitored and instructed classes consisting of 40 to 130 students, strengthening knowledge and proper execution of First Aid, survival, war tactics and security
- Provided security response with tenacity, endurance and dedication by remaining of sound mind and proving to be a leader during challenging times in Iraq

Customer Service

Offering productive and friendly services that enhance the performance and ensure a professional customer-focused image for employers.

- Promoted within a short period by demonstrating an overachieving dedication that maximized results for the entire team
- Provided internal customer service by relating with all personnel in a congenial and professional manner, which facilitated the development of a diversified group
- Enhanced soldiers' individual and professional growth, developing them into independent decision-makers

Operations & Administration

Ensuring optimal procedures and work-flow operations with experience in organizational leadership.

- Organized schedules for over 40 soldiers, successfully enhancing time efficiency
- Prevented over 15 cancelations and negotiated contract renewals
- Implemented a new route, resulting in saved gas cost and minimized work time

Professional Experience

U.S. Army National Guard, Sanford, FL Squadron Leader/Sergeant (2018 to 2023)

Education

U.S. Army Basic Training, Ft Benning, GA (2018)

University High School, Orlando, FL (2017)

SAMPLE 11 - TRADE INDUSTRY, CHRONOLOGICAL RESUME

If you have consistent work history in a trade occupation like Marcus Brown, use the chronological resume format. Marcus' resume highlights his specialized skills and consistent work history.

MARCUS BROWN

(845) 456-9789

MarcusBrown22@mail.com

Carpenter with more than seven years experience working year-round on both outdoor and indoor jobs. Skills include: framing, siding, windows, doors and roofing. Finish carpentry skills include flooring and cabinetry. Reliable transportation, has own tools and the ability to pass a background check.

SPECIALIZED SKILLS

- Understand and work according to blueprints
- Excellent customer service skills; communicates well with homeowners
- Work independently or as part of a team
- Experience working at height and in confined spaces: OSHA10
- Constructing and installing custom woodwork
- Start and finish the projects on time
- Set trusses and building or setting stairs

JOB EXPERIENCE

CARPENTER, 2017 to Present

Creative Construction Company, Lake George, NY

- Complete tasks as directed by supervisors for installing, repairing and constructing doors, windows, cabinets, shelves and furniture
- Read blueprints, sketches, drawings and layouts to measure the available space and plan work accordingly
- Submit material requisition to supervisors and keep track of materials and supplies
- Use hand and power tools to construct custom cabinets in the shop and on-site
- Inspect the scale of the repair work and estimate the time needed to complete the project

CARPENTER, 2015 to 2017

Bids Construction Inc., Glens Falls, NY

- Completed repairs and installation of doors, windows and other mill-work
- Evaluated the project scale and finish time and informed the same to the supervisors
- Worked according to the blueprints and building plans in assessing the material needs and finish time
- Created built-in storage spaces, book cases, small room additions and cabinets

EDUCATIONAL QUALIFICATION

High School Diploma

Carpentry Certificate, BOCES, Queensbury, NY

SAMPLE 12 - INDUSTRY SPECIFIC, CHRONOLOGICAL RESUME

Janet chose a chronological format because she is a recent college graduate and has solid work experience over a four-year period. She customized the layout and used a large graphic to emphasize her digital marketing talent.

Janet Taylor

889-569-4453 | JTaylor@mail.com | www.linkedin.com/janet.taylor | NYC & Long island

*Digital Marketing
Design*

*Writing & Editing
Creative & Innovative*

*Camtasia
HTML*

Digital Marketing Professional

Driven and experienced Digital Marketer. Experience leading marketing efforts in publications, SEO, social media, email campaigns, and digital content. Expert in developing creative campaigns and content to support product development efforts. Outstanding client relationship and account management. Thrive in a fast paced-dynamic work environment, always willing to take on new challenges, grow and learn with new technology and trends.

Professional Experience

Digital Marketing Specialist-New York

Creative, Inc. | June 2020-Present

- Communicate with clients via regular weekly conference calls to review website performance, work completed as part of the SEO program, present strategies for the following weeks, collaborate on additional strategies to help the client achieve their goals, and generally act as consultant for client's online search presence
- Act as SEO account manager, providing clients with direct access (call, email) to answer concerns, defend the service by reinforcing the value of current SEO programs
- Troubleshoot negative trends in key performance indicators and search engine visibility, determine cause of trend and take corrective action

Digital Marketing Assistant-Staten Island, NY

Motive, Inc. | August 2019-June 2020

- Created, edited, managed, tested and scheduled emails and email marketing campaigns
- Ensured emails were in full compliance of CASL, CAN-SPAM and other email regulations
- Planned, coordinated and executed digital programs and campaigns including newsletters, ebooks, webinars, landing pages and influencer outreach
- Provided input to help support the strategy for evolving the digital channel

Education

Master's Degree

Communication and Technology
Binghamton University | 2022

Bachelor of Science

Marketing
Binghamton University | 2020

SAMPLE 13 - INDUSTRY SPECIFIC, CHRONOLOGICAL RESUME

As a Graphic Designer, Amy uses her resume design as an extension of her professional portfolio. She uses a clean layout accompanied by simple graphics to highlight her skills and talents. Her work experience is chronological.



Amy
Saunders

GRAPHIC DESIGNER

CONTACT

315.589.3266

AmyASaunders@mail.com

Amy Saunders/LinkedIn

Syracuse, NY

EDUCATION

Bachelor Fine Arts
in Graphic Design

Parsons School of Design
Manhattan, NY

AWARDS & CERTIFICATIONS

Adobe Certified

Attended DESIGN LIVE, 2017

Awarded the Bright Beginner

Award at Dimensions Studios

PROFESSIONAL PROFILE

A proactive, creative, energetic and efficient Senior Graphic Designer with extensive experience in developing leading-edge creative solutions in multiple media. Over five years of experience in the design industry, both traditional and digital platforms. Great organization skills, able to handle multiple projects effectively and meet deadlines. Excellent interpersonal skills, able to communicate professionally and clearly with account teams, designers and clients.

WORK EXPERIENCE

SENIOR GRAPHIC DESIGNER

GRAPHICS, INC. / SYRACUSE, NY / 2021 - present

- Plan, design, prepare, and produce graphics for production, web applications, printing, and special projects
- Maintain the visual brand integrity of the company; review, revise, and enhance identity standards
- Responsible for designing and updating marketing materials including: advertisements, infographics, brochures, signage, direct mail, social media, promotional products, presentations, logos, and invitations using the Adobe Creative Suite
- Collaborate with the Marketing team during all stages of the process including research and development, brainstorming, concept development, design execution, and production
- Maintain and update templates as needed
- Ensure integration of print and web communications

GRAPHIC DESIGN SPECIALIST

GRAPHICS, INC. / CICERO, NY / 2019 - 2021

- Used Adobe Creative Suite such as Photoshop, InDesign, Illustrator etc. to execute high-quality digital photography for multiple categories used in brand's website and marketing; maintained consistently high standards for accuracy, aesthetics, and productivity
- Executed and reviewed landing pages, banners, promotional content by continually testing and ensuring multi-medium content was displayed correctly and pages were error free in multiple browsers desktop and mobile
- Built, strengthened and provided ongoing support for online and offline creative campaigns

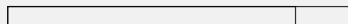
ONLINE GRAPHIC DESIGNER

DIMENSION STUDIOS / NEW YORK, NY / 2017 - 2019

- Created new and modified existing images for use in Social and Content marketing, and in email
- Worked marketing projects from concept to completion while adhering to the brand standards
- Exemplified excellent time management skills by consistently meeting deadlines for a variety of projects simultaneously

DESIGN SKILLS

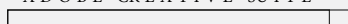
DIGITAL MEDIA



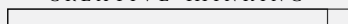
GRAPHIC DESIGN



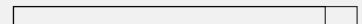
ADOBE CREATIVE SUITE



CREATIVE THINKING



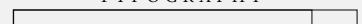
PRINT MEDIA



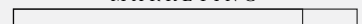
DESIGN STRATEGY



TYPOGRAPHY



MARKETING



CHAPTER 4

Cover Letters

Your cover letter is a letter of introduction, and is usually the first thing the employer will see and read about you.



IMPORTANCE OF WRITING A COVER LETTER

A cover letter should answer, “Why should the employer hire you?” It should also grab an employer’s attention and point out why you, above all other applicants, should be contacted for a personal interview.

A cover letter:

- Is usually submitted with a resume but should not duplicate your resume information
- Includes your good qualities and / or what your supervisors or coworkers value about you
- Helps market your resume

Expect to change the letter so it can contain specific information for each employer’s needs. Just as you will need to tailor your resume for each job you apply to, you will also need to tailor your cover letters to each job you apply to.

DECIDING THE PURPOSE OF THE COVER LETTER

In this section, we will discuss three types of cover letters: a cover letter in response to a job posting, an inquiry asking about positions at a company that are not posted, and a networking or informational cover letter. The purpose of your letter will help you decide what needs to be written and how. This section will provide you tips and samples for the cover letter that is specific to a job posting, as this is the most common format.

A COVER LETTER THAT IS SPECIFIC TO A JOB POSTING

A cover letter should encourage an employer to read your resume and include highlights of your experience and accomplishments relevant to the job. Keep the specifics of the job posting in mind and use keywords from the job description in your letter. Choose your language carefully and keep the cover letter professional. Do not make the cover letter too long; keep it to one page.

Read the application instructions and job description carefully before applying. The quickest way to land a cover letter in the trash is to disregard instructions. For example: if the instructions ask for a cover letter as an attachment, do not place it in the body of an email message. Be sure to use spell check before submitting your cover letter. Do not submit a cover letter that has spelling or punctuation errors.

“COLD” COVER LETTERS OF INQUIRY TO AN EMPLOYER WHO HAS NOT ADVERTISED A JOB

“Cold” cover letters allow you to contact a potential employer directly without a referral or a job posting. Many jobseekers use “cold” cover letters to search for vacancies that are not advertised or for future job openings.

NETWORKING OR INFORMATIONAL COVER LETTERS

Networking or informational cover letters have one main purpose – to introduce (or reintroduce) you to a contact whom you hope may have some useful information or advice to help you with your career.

TIPS FOR WRITING AN EFFECTIVE COVER LETTER

Your cover letter tells a story. It has a beginning, middle and end. If you tell your story clearly, you’ll increase your chances of getting your resume read. Here are some tips on writing an effective cover letter:

TIPS FOR WRITING AN EFFECTIVE COVER LETTER

Always include your contact information

Your name, email address and phone number (with area code) should be included in the cover letter. You may include an electronic signature (jpeg image) if sending the cover letter via email.

Address a specific person who can hire you

"Dear Sir/Madam" letters are less likely to get attention. Network, research or call to find out exactly who is making the hiring decisions. Get the correct title, gender and spelling of the person's name for the letter.

Make the opening sentence relevant and memorable

Employers scan cover letters. Sentences that tell how your skills and abilities match the job will encourage the employer to continue reading. Grab the employer's attention by pointing out how you can make a difference in a way no other candidate can.

Research the company and tailor each letter to the specific job

Research the company and explain why you have chosen to apply. Avoid writing generic or nonspecific cover letters. Refer to the specific job in the first paragraph. Use terms and phrases from the job posting and company's website.

Briefly describe your skills as they relate to the job

Tie your experience and skills to the job description. Clarify how your expertise will benefit the company directly, but be brief. Employers receive numerous cover letters daily, so get right to the point with as few words as possible. Never send a letter that is more than a page in length.

Use professional language. Type and proofread your cover letter

Write the letter in your own words. Convey your enthusiasm and individuality, but avoid anything overly personal. Avoid using acronyms, contractions and jargon. Do not make grammar and spelling mistakes as they communicate that you do not pay attention to details. Have someone else proofread your letter. Cover letters are a reflection of your writing skills, so make it an example of your best work.

Visual impression and formatting must be consistent

The visual impression of your cover letter can be just as important as what is written in it. Use a consistent font and font size. Match the letterhead style on your cover letter with your resume.

Be confident, creative and positive! Avoid negatives!

Your cover letter and resume are your bestselling tools to get the interview. Highlight parts of your background that show that you will work well in their work environment. Do not discuss employment gaps or any other potentially negative issues in the cover letter.

End with an action you will take

Call the employer to make sure your cover letter and resume arrived. You will greatly increase your chances of getting an interview if you call the employer directly after sending it. Ask if it would be possible to set up an interview.

STEPS FOR WRITING A COVER LETTER

An employer may want a cover letter in the body of an email message, as an attachment or in the application system. Use the following steps below to develop a cover letter.

GET IDEAS FOR YOUR COVER LETTER

Draw on the same skills and accomplishments you identified in your resume. Use the research you did for the specific job posting. The bottom line is to know what you can offer to get the job done.

Most cover letters involve three sections in the body of the letter: an explanation of why you're writing, an elaboration on your qualifications and a closing statement with a suggested plan of action.

PARAGRAPH ONE: EXPLAIN TO THE RECIPIENT WHY YOU ARE WRITING

Are you replying in response to an ad? Were you referred by someone? Did you read news about the company that suggested there might be an open position? Be brief and engaging to increase the chances that your resume will be read. The first few opening sentences should attract the reader's attention.

PARAGRAPH TWO: DESCRIBE YOUR QUALIFICATIONS FOR THE OPPORTUNITY

Given what you know about the employer's needs, what can you offer? Make a reference to your resume, but don't just repeat the content of it. Include specific information addressing the needs of the employer. Explain how you are skilled at what you do and how the employer will benefit by hiring you. Elaborate and expand as needed. This is your chance to include extra information that you were unable to fit into your resume.

PARAGRAPH THREE: EXPLAIN HOW YOU INTEND TO FOLLOW UP

It is your responsibility to follow up after sending your resume. In the last paragraph of the letter, say how and when you intend to do this.

As a general rule, only one paragraph would be required for Steps 1 and 3, while Step 2 might involve two or more paragraphs. The letter itself should not exceed one page. However, since it's likely to be read online, it's important to be brief. An emailed cover letter must do the same job as a regular cover letter.

Once you have included the above information in a brief and engaging way - stop! If you include too much information, the reader may decide that they do not have enough time to read it, which may leave your cover letter at the bottom of the pile or not read at all.

Proofread, edit and get another person to review your writing. Having someone proofread will identify any errors you may have missed.

Format your cover letter or cover email message. The content you develop above needs to be organized in a certain way. View the sample cover letters on the next few pages to help you format your cover letter.

CHAPTER 5

Sample Cover Letters

Use the sample cover letters in this section to learn how to format your cover letter. Read tips on how to make your cover letter stand out and see examples of how to sell your skills to the business through your cover letter.



SAMPLE 1 - BULLETED LIST COVER LETTER

Maria's cover letter shows how her qualifications meet the requirements of the position she is applying for. She uses a bulleted format to draw attention to her "Experience," "Excellence" and "Initiative."

Maria Lopez
(518) 222-2222 / m.lopez@mailbox.com

March 31, 2023

Pat Sanchez
Human Resource Director
Your Company
55 Any Street
Buffalo, NY 12345

Dear Mr. Sanchez:

I am responding to your advertisement in the February 7th edition of the Online Paper for an Office Manager. As I read the requirements, I became convinced that my background and skills match your description of Office Manager. I have the experience you are looking for, produce excellent work and am not afraid to make suggestions that can increase Your Company's productivity.

Experience.

I hold an Associate's Degree in Business from Erie Community College and have 13 years of experience in office management.

Excellence.

As an Assistant Production Manager, I earned the "Rookie Management Award" for best team morale and productivity in 2018. While working for Any Corporation as an Office Manager, I received five annual awards for extraordinary efficiency and accuracy; the most recent in 2022.

Initiative.

I submitted a proposal to our Division Chief to create an Access 2016 database to maintain records and SOP for our division. The database was implemented. As a result, the company's workload was decreased by 15% in 2021 and 17% in 2022. I received the company's regional "Innovation Award" in 2017 for my efforts.

I am bilingual, enjoy working in a product management setting and feel I have the training and experience to be a true asset to Your Company. A copy of my resume is enclosed for your consideration. I will phone your office early next week in hopes to arrange a mutually agreeable time to discuss my qualifications in more detail.

Sincerely,

Maria Lopez

Maria Lopez

SAMPLE 2 - TABLE FORMAT COVER LETTER

Jeremy's cover letter lists the employer's requirements alongside his qualifications. This tabled and shaded format may draw more attention from employers who may be sifting through hundreds of cover letters.

Jeremy Kline
(111) 123-4568 / J.Kline@mail.com

March 31, 2023

Amy Rabbit
Human Resource Director
AR, Inc.
10 State Street
New York, NY 12345

Dear Ms. Rabbit:

I am responding to your job posting on the New York State Department of Labor Job Bank. As I read the requirements, I became convinced that my background and skills match your description of office manager. I have the experience you are looking for, produce excellent work and am not afraid to make suggestions that can increase AR, Inc.'s productivity.

Your Requirements

Associate Degree in Business

Five years of experience managing office; Product management setting

Bilingual

My Qualifications

Associate Degree in Business;
Manhattan Community College

Seven years as Office Manager;
Sunnyside Corporation, New York, NY
Six years as Assistant Office Manager;
Lee's Product Management Co.,
Brooklyn, NY

Fluently speak, read and write Spanish

I enjoy working in a product management setting and feel I have the training and experience to be a true asset to AR, Inc. Examples of how I have proven myself as a dependable and creative manager with excellent communication skills are included in the attached resume.

I will phone your office early next week in hopes to arrange a mutually agreeable time to discuss my qualifications in more detail.

Sincerely,

Jeremy Kline
Jeremy Kline

SAMPLE 3 - EMAIL COVER LETTER

Be sure to write a specific subject in the Subject field of an email message. This may include a job identification number taken from the job posting or the job title you are applying for. Busy employers may not read the email message if the subject is generic; for example, if "Application" is the only word listed in the subject field.

From: jrodriguez@gmail.com
To: Samuel.Jones@ValleyFallsmed.edu
Date: January 4, 2018
Subject: Project Coordinator for Cancer Program (Job #43222)

Dear Mr. Jones,

I am writing to apply for the program coordinator position at VFU Medical College. My interest in working with the VFU Medical College began last fall when I met a representative, Jane Smith, at the career fair. As a graduate with a Bachelor of Science in Industrial Organization, I am eager to leverage both my motivation to serve patients and my previous work experience to contribute to your bottom line.

Through my previous experience in administration, I have gained hands-on skills in planning and coordinating routine administrative and financial activities of narrowly defined funded programs. I am accomplished in budget management, internal and external operational liaison, program marketing, database management and reporting and program evaluation. These accomplishments have led to company-wide policy changes. My enclosed resume gives complete details of my qualifications and skills suitable for this position.

I am also deeply passionate about streamlining and optimizing medical programs and records to ensure the best quality of care for patients. I have received awards and praise from employers acknowledging my dedication and capacity to serve. I am specifically interested in working at VFU Medical College as its long history of dedicated service to improve patient care matches my commitment to serve.

I am eager to discuss your program coordinator position and to learn more about the VFU Medical College. I look forward to hearing from you to arrange an interview. I can be reached at 555-263-1678. Thank you for your time and consideration.

Sincerely,

Juanita Rodriguez
jrodriguez@email.com
Cell: 555-263-1678

Attached: Resume

CHAPTER 6

Job Applications

The job application is often your first step. As part of your job search, you may complete application forms in addition to or instead of submitting a resume and cover letter. Employers use them to learn about your qualifications and compare you to other applicants.



JOB APPLICATION PREPARATION

You should be prepared to spend anywhere from 45 minutes to an hour completing an online application. The more prepared you are, the less time consuming the process will be.

Whether filling out job applications in person or online, collect the following information before you start filling out applications:

- Names and addresses of your past employers
- Dates you worked
- Names and addresses of at least three other persons who know of your abilities and background and are willing and available to serve as references
- Names and addresses of all schools you attended and the type of diploma or certificate, if any, that you received
- Subjects you took in school

Be sure to collect all of this information prior to starting your job application online, or prior to arriving at a job site to request or fill out an application. Using your resume as a guide when filling out applications is helpful because it contains all of the above information needed for most applications.

TIPS FOR COMPLETING JOB APPLICATIONS

BE PREPARED

Draft a personal data sheet

Check online to see if you can get a copy of the application form you will be asked to complete. Fill out the application form to bring with you. By having the information ready ahead of time, it will increase the likelihood of it being complete and accurate.

If you cannot get a copy of the application, create a personal data sheet before leaving home. This should include all the information you might need to complete an application, like names of previous employers, employment dates, addresses and telephone numbers. Use the personal data sheet as you fill out the application. If you have a resume, use it as your personal data sheet along with a list of references.

Most applications will have space set aside for you to list the names and contact information for each reference. Include this information on your personal data sheet.

If you are not sure about any part of the form, ask the person who gave you the form to explain.

BE ATTENTIVE

Read everything carefully

Before you begin to fill in the blanks, read everything on the application carefully.

Pay close attention to what is being asked and how you are expected to respond. Make sure you follow the instruction in the posting.

TIPS FOR COMPLETING JOB APPLICATIONS

BE POSITIVE

Answer questions honestly

Tactfully answer questions about leaving past jobs. Choose your words carefully with this question. Avoid using the words "fired," "quit," "illness" or "personal reasons." Always use positive statements.

The information that you provide on an application may become part of your permanent employment record.

False information you provide can become the basis for dismissal.

BE NEAT

Create a good impression

Print or write clearly so that your application can be read easily. Use a reliable black or dark blue ink pen. These ink colors copy better and are considered standard colors to use.

If you are filling out a paper application, make a rough draft. Write your responses on a separate sheet of paper before completing the real application, or get two copies and use the first one as a rough draft.

BE CURRENT

List recent information first

List your most recent jobs and education first. By listing your most recent activities first, employers will be better able to gain an understanding of your current abilities. Include vocational schools and training programs attended as well as your college and high school experiences.

BE COMPLETE

Answer every question

Make sure that your application creates a good impression by neatly answering all the employer's questions.

If a question does not apply to you, write, "does not apply." This shows the employer that you did not overlook anything.

If you wish to discuss a question in an interview, write, "Will discuss in interview."

If you are unsure of some details on the application, bring it home and return it when it is completed.

Do not forget to sign your application if there is a place to do so.

BE AWARE

Plan for handling illegal questions

Applications may contain questions that are discriminatory before receiving a conditional offer of employment, such as questions about your marital status or the number of children you have.

You need to decide how you will respond if asked discriminatory question. If the question does not bother you, answer it. If it does, you can use "not applicable" or "N/A." Be aware that you may get screened out by having too many "N/A" responses.

BE THOROUGH

Describe relevant skills

List the types of computers, machinery, equipment and tools you are able to use. Indicate any licenses you may have.

Provide only the information that the employer asks for to promote your qualifications.

TIPS FOR COMPLETING JOB APPLICATIONS

BE CONCISE

Target your qualifications

To decide what information to include, research the company, its products or services and the skills needed for the job. Include only the information and experience that meets the specific needs of the job. Many applications have limited space to record your skills, experience and accomplishments.

See if you can attach a resume that details all of your skills, experience and accomplishments.

BE OPEN

Give a range for salary

Employers may use responses to a desired salary to screen out applicants. It is best to give a salary range or write “negotiable,” even if you know the wage you want. This leaves you room to negotiate a higher salary.

BE CORRECT

Double check the completed application

Proofread what you have written on the application to make sure there are no spelling, grammar or punctuation errors. Check employment dates, telephone numbers and addresses for accuracy. If possible, have others review the application. They may catch errors that you might miss.

Avoid using abbreviations, except for “N/A.”

BE CERTAIN

Always list your “position desired”

Ask the person giving you the application what positions are open and name the position you are interested in on the application when asked. Do not leave this question blank or write “any” or “open.” If you’re answering a job ad or looking for a specific position, enter that job title.

If you are not applying for a specific position, enter the name of the department in which you wish to work.

Fill out more than one application if you are interested in more than one job.

ONLINE APPLICATIONS

Today, many employers expect jobseekers to apply for jobs online. You may need to apply on the employer’s website or on an online job board, like Indeed, Monster or CareerBuilder. Follow the instructions explicitly and do not email your resume to an employer unless the job ad asks for this. To apply online, you will need access to the Internet and an email account.

If you don’t have a computer, free Internet access is available at public libraries and Career Centers. Make sure you have a USB drive (sometimes called a flash drive or thumb drive). This will allow you to bring or save your resume information when working on a public computer. These drives are small and inexpensive. You can purchase one at many retail stores.

If you need an email address, many sites offer free accounts. Visit EmailAddresses.com for a list of free web-based email. Popular free services include Gmail from Google and YahooMail. Use a simple email address with your name or initials. Your email should be appropriate and simple. Do not use emails like SuperHotGuy@hottie.com. This type of email address is not considered professional.

If you want easy access to your resume, Google Docs has an online word processor. You can save your files there online and export them as PDF files when applying for jobs.

HOW TO COMPLETE AN ONLINE APPLICATION

Before you can apply online, you first need to register with the job website. This simply means that you need to create an account. To do this, you will need to choose a login name and a password. Many websites will use your email address as your login. You will have to register separately for each job website.

Once you have an account, you can add the information from your resume. Below are the three most common ways to do this:

1. Attach a file of your resume. Many applications allow you to browse for a file on your computer or USB drive. They often ask for a PDF, text or Microsoft Word file. Select your file and click “ok” or “insert.” It’s just like attaching a file to an email message. Online applications often indicate if the file has been successfully uploaded.
2. Copy and paste your entire resume into the online application. Open your resume file. Highlight all of the text using the mouse. Select “Copy” from the menu or by right clicking. Go to the online application to insert your resume. Select “Paste” from the menu or by right clicking. Make sure you check the formatting of your resume. You can add your resume to an email message using the same method.
3. Enter your work history manually one field at a time. Some online applications have different fields for different information. For example, you enter a past employer’s name in one field, your dates of employment in another and your duties in yet another. This type of application can be very time-consuming to complete. To save time and reduce errors, cut and paste text from your resume using the method above.

If you’re having trouble completing the application, look for a “Help” button or link. Staff at your local Career Center cannot complete applications for you, but can provide guidance.

APPLICANT TRACKING SYSTEM (ATS)

Many companies use an Applicant Tracking System (ATS) to screen candidates for job opportunities. An ATS is a computer program that sorts through resumes and online job applications to determine which ones are the best fit for the positions for which they were submitted. Applicant Tracking Systems process your resume or application differently than human recruiters. While human recruiters are often looking for grounds for automatic rejection, such as spelling errors or lack of relevant skills, an ATS operates by searching for keywords.

Applicant resumes and job applications must first survive the ATS before a person looks at them. Here are some tips to help your resume or job application get past the ATS and into the hands of a hiring manager.

ATS TIPS

1. Make sure you’re qualified for the job and you clearly demonstrate your qualifications. The ATS will weed out unqualified candidates.
2. Identify key words in the job description and take the time to use these key words in your resume or job application. Incorporate these words when describing your experience to match the requirements in the job description.
3. Make sure all of your information is completely spelled out; avoid abbreviations or use them in addition to the full spelling as we’ve done in this section on Applicant Tracking System (ATS). Abbreviations that may be understood by hiring managers may not be recognized by a computer.
4. Fill out all fields on the application. Recruiters sometimes skip over candidates who don’t complete their applications. Also, an ATS may filter candidates by their responses to certain fields in the online application. Don’t be filtered out of the process by leaving blanks.
5. Lastly, use a simple format and avoid special characters, fonts, graphics or underlines. Most websites will recommend acceptable formats such as Word or PDF. Only use a recommended format.

ADDITIONAL RESOURCES

If you need additional assistance with resumes, cover letters or organizing your information for job applications, please visit your local Career Center. You can meet with staff one-on-one or sign up for a workshop specific to your needs. Ask Career Center staff for a workshop schedule while you are visiting.

Use the JobZone website (www.jobzone.ny.gov) to:

- Complete career and personal assessments
- Create a resume
- Post your resume
- Job search using your resume
- Use the job search tools

Use the New York State Department of Labor website, www.labor.ny.gov, to learn about recruitments, job fairs and to access additional jobseeker resources.

The Department of Labor also posts information about recruitments and job openings on Facebook, Twitter and LinkedIn. Follow us at [@NYSLabor](https://twitter.com/NYSLabor) for more.

WE ARE YOUR DOL

