

**WE ARE YOUR DOL**



**NEW YORK**  
STATE OF  
OPPORTUNITY.

**Department  
of Labor**

**RESUME WORKSHOP**

# PRESENTATION OVERVIEW

Part 1 – Resume Overview

Part 2 – Cover Letters

Part 3 – Example: Original Resume to Skills Based Resume

Part 4 – Resume Examples

Part 5 – Additional Tips

Part 6 – Questions

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**RESUME OVERVIEW**

# RESUME OVERVIEW

- Most individuals can explain what they do but they are not able to convey it properly on a resume
- Businesses are looking for skills when canvassing potential candidates
- Additionally, businesses are not looking to spend time reading paragraphs of a person's accomplishments
  - It is critical that the customer illustrates a statement quickly to pique the interest of the business

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# RESUME OVERVIEW

- A recruiter spends a maximum of 8–10 seconds reviewing an individual resume – that allows for a very short window of time to impress them
- Whether you are perfect for the job within your skillset, or have transferrable skills, there are advantages in highlighting your skills



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# RESUME OVERVIEW



**Sell your  
Strengths and  
Skills!**

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# BUSINESS LANGUAGE

## Key Words

- Learn to speak the business language

## Job Descriptions

- Review individual job descriptions to examine which are a good fit and align with your skill set

## Employable Skills

- Determine what skills you possess in relation to career aspirations

## Provide Both “Hard” and “Soft” Skills

- Hiring businesses look for both

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# KEY WORDS

## Technology: AI (Artificial Intelligence)

- Majority of businesses use artificial intelligence systems first to review candidate resumes
- This can disqualify your resume before it gets in front of a recruiter

## Look appealing on paper

- Resume should be consistent, organized, and without any errors

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# KEY WORDS

## Occupations and Skill Sets

- Important to learn about different occupations and how your skills align with each



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# **JOB DESCRIPTIONS**

## **The Value of What is Being Asked**

- Important to understand each job opening and what businesses are looking for

## **“Open Book” Test**

- Businesses tell you what skills they are looking for and it is important as a jobseeker to adjust your resume to align with what they are looking for

## **Perfect Candidate**

- As a job seeker, even if you do not meet all the qualifications, you could still be a good fit for the opening

# EMPLOYABILITY SKILLS

## Hard Skills

- Teachable and measurable abilities
- Examples: marketing, forklift operation, and phlebotomy

## Soft Skills

- Skills that make you a good employee
- Examples: communication, problem solving, leadership

## Being Able to See The Value of Both

- Important to incorporate both into resume

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# HARD SKILLS VS SOFT SKILLS

## HARD SKILLS

Specific and quantifiable knowledge or abilities; usually absolutely necessary for success

Can be demonstrated through tangible evidence such as a degree, certificate or examples of work

- Computer Skills
- Foreign Languages
- Math Skills
- Programming Skills

## SOFT SKILLS

Unquantifiable attributes that cannot be proven but must be demonstrated through work style and approach

Successful demonstration of soft skills is left to subjective opinion

- Communication
- Leadership
- Team Work
- Creativity

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## Name

Street Address, City, State, Zip Code

Phone Number

E-mail Address

### **SUMMARY OF QUALIFICATIONS:**

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- 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 include this, this and that.

### **SUMMARY OF SKILLS:**

---

- |                  |                  |                  |
|------------------|------------------|------------------|
| • Relevant skill | • Relevant skill | • Relevant skill |
| • Relevant skill | • Relevant skill | • Relevant skill |
| • Relevant skill | • Relevant skill | • Relevant skill |

### **PROFESSIONAL EXPERIENCE:**

---

ONE MAJOR SKILL (that is directly relevant to the job applying to)

- 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 (that is directly relevant to the job applying to)

- 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 (that is directly relevant to the job applying to)

- 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:**

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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
JOB TITLE, Company Name, City, State	month/year – month/year

### **EDUCATION / TRAINING:**

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NAME OF DEGREE or CREDENTIAL, School/University Name, City, State  
NAME OF DEGREE or CREDENTIAL, School/University Name, City, State

### **MILITARY EXPERIENCE:** (Optional heading)

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Military Branch – Position Held

### **VOLUNTEER EXPERIENCE:** (Optional heading to include if relevant to job applying to)

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Organization – Position Held

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(Name)  
(Address)  
(City), (State) (Zip Code)  
(Phone Number)  
(Email)

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#### SUMMARY OF QUALIFICATIONS

- Knowledgeable professional with experience in case management, counseling and program coordination
  - Confident decision maker, with demonstrated abilities in handling simultaneous tasks and assignments
  - Knack for building strong individual relationships and providing high-level service
  - Dedicated professional with strong leadership, motivational and teambuilding skills
  - Advanced organizational, communication and time management skills
  - Capacity for working efficiently in both a team and independent working environment
  - Bilingual individual, speaking both English and Spanish fluently
- 

#### SUMMARY OF SKILLS

- |                        |                                |                               |
|------------------------|--------------------------------|-------------------------------|
| • Case Management      | • Bilingual: English & Spanish | • Relationship Building       |
| • Operations Oversight | • Project Management           | • Staff Development           |
| • Treatment Counseling | • Social Work                  | • Issue Mediation             |
| • Program Coordinator  | • Delivering Presentations     | • Confidentiality Maintenance |
| • Client Service       | • Crisis Intervention          | • Behavior Management         |
- 

#### PROFESSIONAL SKILLS

##### Case Management

- Presented to the CDC and DOH on stats and case findings
- Managed and delegated to a staff of 15 Counselors
- Maintained consistent medical care and ensured clients were serviced by all appropriate specialties and needs
- Experienced with on-site behavioral and organizational change managements consulting services
- Ensured all activities adhered to established procedures of accountability and confidentiality according to contracts and regulatory entities

##### Program Development

- Program coordinator of clinical operations at offsite location
- Served as counselor and facilitator for the NYC DOE
- Introduced training programs and methods that enhanced employee performance and morale
- Reviewed program needs and recruited qualified staff to assist
- Developed and managed a specific system to ensure expedited service

##### Treatment Counseling

- Provided crisis intervention, guidance and supportive counseling
  - Counseled patients on their medical history and educated them on HIV care
  - Advocated and ensured a stable home, medical care and benefits for patients
  - Taught suppression through education of management and care
  - Aided clients with direct drug related information for the specific condition
- 

#### EXPERIENCE

- **Community Healthcare Network** - Medical Case Manager & Treatment Adherence Counselor 2013 - Present
  - **Bellevue Hospital** - Case Manager 2009 - 2011
  - **Woodhull Hospital** - Operations & Program Manager Admin 2005 - 2009
- 

#### EDUCATION

- **Howard University** - Master of Business Administration (Executive MBA Candidate: 2019)
- **Medgar Evers College** - Bachelor: Psychology & Business Management

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## COVER LETTERS

# COVER LETTERS



- Write a new cover letter for each position you apply to
- Include Hiring Manager's name (if available)
- Include specific examples of how you meet the qualifications listed in the job posting

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# COVER LETTERS

- Again, you want to showcase your skills
- A cover letter should go beyond the resume
- Explain situations, such as gaps in employment, and other potential barriers (where applicable)
- Don't include too much, you want it to be clear, concise, and relate directly to the job you are applying for

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**(Name)**

(Street Address)  
(City)

(Phone Number)  
(Email)

---

(Date)

Dear **Hiring Manager (Address to Specific Ms./Mr. Contact)**:

I understand that you are seeking an exceptionally qualified **(Position you are applying to)** with wide-ranging results in conducting long and detailed **(Skills from job posting)**. I meet these criteria based on: **(Reasons you meet qualifications)**.

With extensive experience in the **(Name experience)**, I have successfully **(Cite Specific examples)**. As **(Previous experience)**, I was responsible for **(Explain experience)**. My strengths include evidence **(Detail strengths)**. Here is a snapshot of my skills and experience:

- (Skill 1)
- (Skill 2)
- (Skill 3)
- (Skill 4)
- (Skill 5)

- (Skill 6)
- (Skill 7)
- (Skill 8)
- (Skill 9)
- (Skill 10)

- (Skill 11)
- (Skill 12)
- (Skill 13)
- (Skill 14)
- (Skill 15)

As an **(Previous experience)**, my leadership style integrates strong qualifications in **(Additional strengths)**. Recent examples include:

- **(Main Skill 1):** Cite specific example(s)
- **(Main Skill 2):** Cite specific example(s)
- **(Main Skill 3):** Cite specific example(s)

I am a highly motivated individual with excellent analytical and problem-solving skills. I have a reputation for high quality, detail-oriented work involving issue resolution. I look forward to meeting with you to discuss this exciting opportunity.

Sincerely,

**(Name)**

**WE ARE YOUR DOL**



(Name)

(Address)  
(City), (Zip)

(Phone Number)  
(Email)

---

(Date)

Dear Hiring Manager:

I understand that you are seeking an exceptionally qualified Human Resources Manager with wide-ranging results in Employee Relations, Investigations and Benefits Administration. In reviewing the job posting, I believe I am an excellent candidate for the position.

I possess over 20 years of experience in the Human Resources field; 10 of which have been as a Manager. Additionally, I have been responsible for several detailed investigations. Throughout my years in Human Resources I have also oversaw employee relations and handled recruitment needs for my organization. Here is a snapshot of my skills and experience:

- Human Resources
- Employee Relations
- Staff Development
- Relationship Building
- Resource Allocation
- Policy Development
- Performance Optimization
- Employee Recruitment
- Streamlining Processes
- Talent Management
- Project Management
- Procedure Development
- Conflict Resolution
- Benefits Administration
- HRIS System Implementation

As a Human Resource Manager, my leadership style integrates strong qualifications in management, employee relations, program development, negotiation and conflict resolution. Recent examples include:

- **Human Resource Management:** Provided support to the Senior Director and Manager with Human Resource Administration for over 800 staff.
- **Retaliation Investigations:** Worked with title coordinator regarding retaliation investigations, sexual misconduct and employee relations.
- **Employee Management & Relations:** Coached and advised managers and employees on employee relations.

I am a highly motivated individual with excellent analytical and problem-solving skills. I have a reputation for high quality, detail-oriented work. I look forward to meeting with you to discuss this exciting opportunity.

Sincerely,

(Name)

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**SKILLS BASED RESUME –  
BEFORE AND AFTER**



# SKILLS BASED RESUME – BEFORE AND AFTER

## First Steps:

- Evaluate experience:
  - Work history, volunteer experience, education, etc.
- Ask questions:
  - What do you want to do in future?
- Beneficial to develop a plan prior to starting resume
  - Take notes, do research, and take some time to think about what you want to do going forward

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**(Name)**

(Address)

(Phone) (Email)

### Professional Work Experience

**G & A Services LLC**, Edison, New Jersey

Full-Service supplier of back office wholesale operations; acquired **Concept One Accessories LLC in July 2, 2018**  
OPERATION MANAGER

July 2018- October 2018

- Oversaw client accounts; track inbound containers, manage Open Order Reports, daily invoicing and oversee routings and shipments
- Hosted weekly conference calls with Clients to review monthly goals, potential issues and improvement opportunities
- Ensured implementation of all standard operating procedures for efficient business operations for any new clients.
- Interfaced with technical team to implement client system updates
- Responsible for receiving and shipping of products; worked with Warehouse personnel to assure the highest level of efficiency in the workflow
- Assigned daily workload and urgent matters to offshore team

**Concept One Accessories LLC**, New York, New York

Design and sell licensed fashion accessories

OPERATION SPECIALIST

June 2014- July 2018

- Enhanced operations through transformative strategies and processes
- Provided Vendor Compliance information to sales, production and warehouse teams for 40+ retail accounts
- Provided customer support to the company's largest account; responsibilities included allocating, routing, updating Bulks, Return Authorizations, projections, and interfacing with Transportation department (Wal-Mart)
- Managed allocation and processing for our expanding Direct to Consumer Business
- Drove continuous improvement and business performance within the parameters of legislative constraints, fuel costs and rising environmental pressures
- Maintained communication with the Third-Party Warehouse on planning and organizing weekly shipping
- Worked with Operation manager on Monthly reporting and Projections for CFO
- Trained, mentored, and motivated the staff
- Managed inventory by reviewing daily cycle counts and investigating discrepancies

**Jump Design Group**, Secaucus, New Jersey

Design, manufacture, distribute and sale of women's dress and sportswear.

INTERNATIONAL SHIPPING AND VENDOR COMPLIANCE MANAGER, Distribution Warehouse

January 2013-February 2014

- Reviewed and prepared all necessary export documentation for Customs; included quantities, costs, country of origin, content of materials used, weight, invoice numbers and HTS codes
- Coordinated and maintained weekly International Shipping Schedule for the monthly export of 75,000 units
- Communicated daily with sales and production teams to finalize pre-packs, branding and shipping details for six apparel divisions and fifteen private label accounts
- Facilitated issue resolution between retail customers and accounting department to rectify chargeback claims and address documentation requirements
- Managed inventory and shipping from third party locations conducting daily cycle counts.
- Managed customer logistics for higher-end Brands such as Isaac Mizrahi, SAM, Marina; customers included David Bridals, Nordstrom, Saks, and Neiman Marcus.

**Jump Apparel Group**, Secaucus, New Jersey

LOGISTIC MANAGER, Distribution Warehouse

June 2002-December 2012

- Managed warehouse team of 110 employees to ensure on-time customer delivery dates
- Analyzed reports data for proper staffing
- Coordinated shipments from third party locations on both the East and West Coasts
- Managed logistics for large customer accounts, such as Kohl's, Overstock.com & Nordstrom's
- Collaborated with the production, transportation, logistics and import and export teams to resolve outstanding problems and to ensure on-time customer's delivery dates • Manage inventory and team by implementing cycle counts

### Skills

- Bilingual: fluent in both English and Spanish
- Proficient in Microsoft Word, Excel, PowerPoint, Outlook, ViaDuct, AS400, AMT, and SPSS
- Exceptional leadership skills and ability to influence across multiple departments
- Strong problem-solving skills and decision-making ability
- Effective multitasking and ability to work in a fast-paced environment • Proficient with Electronic Data Interchange (EDI)

### Education

**NJIT of New Jersey** New Jersey

Bachelor of Social Science, Fall 2010

### Special Achievements

- Inducted into the High School Basketball Hall of Fame for the team's achievements in the 2004-2005 season
- Completed The Tough Mudder 3 times and raised funds for the Wounded Warrior Foundation
- Completed 2 Half Marathons and raised funds for the Child Center at Jersey City Medical Center
- Annually Participate in the New Jersey Polar Plunge which raises funds for the Special Olympics

# SKILLS BASED RESUME – BEFORE AND AFTER

## Beginning Your Resume:

- Begin by completing name, experience, education and/or any volunteer experience on your resume
- These sections and information are the most straightforward
- Gets you thinking about your skills and developing the resume

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(Name)  
(Address)  
(City), NY (Zip Code)  
(Phone Number)  
(Email)

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**EXPERIENCE**

- **G & A Services LLC** - Operations Manager 2018 - 2018
- **Concept One Accessories LLC** - Operations Specialist 2014 - 2018
- **Jump Design Group** - International Shipping and Vendor Compliance Manager 2013 - 2014
- **Jump Apparel Group** - Logistic Manager 2002 - 2012

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**EDUCATION**

- **NJIT of New Jersey** - Bachelor of Social Science

**WE ARE YOUR DOL**





(Name)  
(Address)  
(City), NY (Zip Code)  
(Phone Number)  
(Email)

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### PROFESSIONAL SKILLS

#### Operations Oversight

- Oversaw client accounts; tracked inbound containers, managed Open Order Reports and oversaw shipments
- Hosted weekly calls with Clients to review monthly goals, potential issue and improvement opportunities
- Enhanced operations through transformative strategies and processes
- Responsible for receiving and shipping of products; worked with Warehouse personnel to assure the highest level of efficiency in the workflow
- Drove continuous improvement and business performance within the parameters of legislative constraints, fuel costs and rising environmental pressures
- Ensured implementation of all standard operating procedures for efficient business operations for any new clients

#### Logistic Management

- Managed logistics for large customer accounts, such as Kohl's, Overstock.com & Nordstrom's
- Oversaw warehouse team of 110 employees to ensure on-time customer delivery dates
- Collaborated with the production, transportation, logistics and import and export teams to resolve outstanding problems and to ensure on-time customer's delivery dates
- Supervised inventory and team by implementing cycle counts
- Coordinated shipments from third party locations on both the East and West Coasts
- Analyzed reports data for proper staffing

#### Shipping & Receiving Compliance

- Reviewed and prepared all necessary export documentation for Customs; included quantities, costs, country of origin, content of materials used, weight, invoice numbers and HTS codes
- Managed inventory and shipping from third party locations conducting daily cycle counts.
- Communicated daily with sales and production teams to finalize pre-packs, branding and shipping details for six apparel divisions and fifteen private label accounts
- Coordinated and maintained weekly International Shipping Schedule for the monthly export of 75,000 units

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### EXPERIENCE

- **G & A Services LLC** - Operations Manager 2018 - 2018
- **Concept One Accessories LLC** - Operations Specialist 2014 - 2018
- **Jump Design Group** - International Shipping and Vendor Compliance Manager 2013 - 2014
- **Jump Apparel Group** - Logistic Manager 2002 - 2012

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### EDUCATION

- NJIT of New Jersey - Bachelor of Social Science

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# SKILLS BASED RESUME – BEFORE AND AFTER

## Complete Summary of Qualifications section:

- 3-6 bullets to open resume.
- Important to pique interest of hiring manager in this section

## “Overview” of yourself

- Think of this section as an overview on yourself

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# SKILLS BASED RESUME – BEFORE AND AFTER

## Things to include:

- Number of years experience in work relevant to job applying to
- Credentials, education, or training relevant to job applying to
- A key accomplishment that shows your qualifications for the job
- Personal characteristics or traits that you possess that are relevant
- Computer skills

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(Name)  
(Address)  
(City), NY (Zip Code)  
(Phone Number)  
(Email)

---

#### SUMMARY OF QUALIFICATIONS

- Motivated professional with experience in operations, logistics, management and compliance
  - Exceptional leadership skills and ability to influence across multiple departments
  - Ability to build strong individual relationships and provide high-level customer service
  - Proficient in Microsoft Word, Excel, PowerPoint, Outlook, ViaDuct, AS400, AMT, and SPSS
  - Effective multitasking and ability to work in a fast-paced environment
  - Annually Participate in the New Jersey Polar Plunge which raises funds for the Special Olympics
  - Inducted into High School Basketball Hall of Fame for team's achievements in the 2004-2005 season
- 

#### PROFESSIONAL SKILLS

##### Operations Oversight

- Oversaw client accounts; tracked inbound containers, managed Open Order Reports and oversaw shipments
- Hosted weekly calls with Clients to review monthly goals, potential issue and improvement opportunities
- Enhanced operations through transformative strategies and processes
- Responsible for receiving and shipping of products; worked with Warehouse personnel to assure the highest level of efficiency in the workflow
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  - Communicated daily with sales and production teams to finalize pre-packs, branding and shipping details for six apparel divisions and fifteen private label accounts
  - Coordinated and maintained weekly International Shipping Schedule for the monthly export of 75,000 units
- 

#### EXPERIENCE

- |  |             |
|--|-------------|
| • G & A Services LLC - Operations Manager                                  | 2018 - 2018 |
| • Concept One Accessories LLC - Operations Specialist                      | 2014 - 2018 |
| • Jump Design Group - International Shipping and Vendor Compliance Manager | 2013 - 2014 |
| • Jump Apparel Group - Logistic Manager                                    | 2002 - 2012 |
- 

#### EDUCATION

- NJIT of New Jersey - Bachelor of Social Science

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# SKILLS BASED RESUME – BEFORE AND AFTER

## Conclude with the ‘Summary of Skills’ Section:

- Arguably the most important section on resume
- Best to do last as it is almost a conclusion to resume
- Include past skills that pertain to job being applied to
- Stay away from “generic” skills:
  - I.E., honest, friendly, multi-tasking, etc.

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(Name)  
(Address)  
(City), NY (Zip Code)  
(Phone Number)  
(Email)

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### SUMMARY OF QUALIFICATIONS

- Motivated professional with experience in operations, logistics, management and compliance
- Exceptional leadership skills and ability to influence across multiple departments
- Ability to build strong individual relationships and provide high-level customer service
- Proficient in Microsoft Word, Excel, PowerPoint, Outlook, ViaDuct, AS400, AMT, and SPSS
- Effective multitasking and ability to work in a fast-paced environment
- Annually Participate in the New Jersey Polar Plunge which raises funds for the Special Olympics
- Inducted into High School Basketball Hall of Fame for team's achievements in the 2004-2005 season

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### SUMMARY OF SKILLS

- Bilingual: English/Spanish
- Operations Oversight
- Reporting & Documenting
- Logistics Management
- Scheduling & Planning
- Staff Management
- Warehouse Duties
- Issue Mediation
- Shipping & Receiving
- Vendor Relations
- Inventory Oversight
- Account Management
- Report Generation
- Cycle Counts
- Relationship Building

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### PROFESSIONAL SKILLS

#### Operations Oversight

- Oversaw client accounts; tracked inbound containers, managed Open Order Reports and oversaw shipments
- Hosted weekly calls with Clients to review monthly goals, potential issue and improvement opportunities
- Enhanced operations through transformative strategies and processes
- Responsible for receiving and shipping of products; worked with Warehouse personnel to assure the highest level of efficiency in the workflow
- Drove continuous improvement and business performance within the parameters of legislative constraints, fuel costs and rising environmental pressures
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#### Logistic Management

- Managed logistics for large customer accounts, such as Kohl's, Overstock.com & Nordstrom's
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- Analyzed reports data for proper staffing

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- Reviewed and prepared all necessary export documentation for Customs; included quantities, costs, country of origin, content of materials used, weight, invoice numbers and HTS codes
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- Communicated daily with sales and production teams to finalize pre-packs, branding and shipping details for six apparel divisions and fifteen private label accounts
- Coordinated and maintained weekly International Shipping Schedule for the monthly export of 75,000 units

---

### EXPERIENCE

- G & A Services LLC - Operations Manager 2018 - 2018
- Concept One Accessories LLC - Operations Specialist 2014 - 2018
- Jump Design Group - International Shipping and Vendor Compliance Manager 2013 - 2014
- Jump Apparel Group - Logistic Manager 2002 - 2012

---

### EDUCATION

- NJIT of New Jersey - Bachelor of Social Science

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# SKILLS BASED RESUME – BEFORE AND AFTER

## Completing the Resume

- Review 2-3 times upon completing for spelling, grammar, sentence structure, etc.
- Send the best/highest quality product to businesses



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STATE OF  
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**Department  
of Labor**

**RESUME EXAMPLES**

(Name)  
(Address)  
(Address)  
(Phone Number)  
(Email)

---

### SUMMARY OF QUALIFICATIONS

- Knowledgeable professional with extensive experience in various administrative and office roles
- Reliable and dependable individual with over 10 years of experience at the same place
- Experienced in building strong relationships and providing high-level customer service
- Skilled at communicating with a variety of different audiences and individuals
- Knack for being a hard worker and quick learner; continually advanced within previous organization

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### SUMMARY OF SKILLS

- Administrative Support
- Correspondence Handling
- Customer Service Specialist
- Record Maintenance
- Transcribing Dictation
- Supplies Management
- Meeting Maintenance
- Letter Drafting
- Student Interaction
- Office Procedures
- Issue Resolution
- Processing Payments
- Ordering Materials
- Research & Development
- Executing Reports

---

### PROFESSIONAL SKILLS

#### Administrative Support Specialist

- Performed general office duties such as: data entry, maintaining files, photocopying, mailing, ordering materials and a variety of other duties
- Wrote detailed minutes (notes) for the Graduate team as well as the Curriculum Committee
- Ran discoverer reports and created adjunct faculty payments for each team
- Prepared and sent out all training packets for new clinical examiners
- Processed orders for workshops, on-line conferences and supplies for the learn team
- Handled faculty payments, travel arrangements and anything else that they needed
- Created yearly course trajectories

#### Customer Service & Relations

- Answered phones and responded to student inquiries; directed them to appropriate department
- Contacted student and set-up individual advisement appointments based on schedule
- Emailed students regarding policies and procedure for enrolling while answering any questions
- Routinely interacted with faculty, students, staff and management assisting in any manner necessary
- Ensured proper handling of all written requests, phone inquiries and in-person questions
- Created Turnitin assignments and uploaded students

#### Correspondence & Records Maintenance

- Updated records office on courses, terms and created teaching contracts
- Maintained and filed all student records in file room
- Reorganized book changes in MBS and sent an updated list to adjunct faculty each term
- Recorded plagiarism letters into student files and any other pertinent information
- Proficient and experienced entering data in SIS, Access and Excel files
- Input grades for students in the Military branch websites

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### EXPERIENCE

- **Excelsior College** - Front Desk Agent 2011 - 2016
- **Excelsior College** - Administrative Support 2009 - 2011
- **Excelsior College** - Partnership Associate (Military) 2008 - 2009
- **Excelsior College** - Contract Associate/Administrative Assistant 2007 - 2008
- **Excelsior College** - Support Secretary (Associate Degree Nursing) 2005 - 2007

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### EDUCATION

- **Excelsior College** - Associates Degree: Liberal Studies (Business Concentration)

**WE ARE YOUR DOL**



(Name)  
(Address)  
(Phone Number)  
(Email)

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### SUMMARY OF QUALIFICATIONS

- Motivated professional with experience in management, customer service and restaurant industry
  - Advanced organizational, communication and prioritization skills
  - Superb kitchen organization set-up skills; ability to understand and follow instructions
  - Capacity for working efficiently in a fast-paced setting while handling multiple priorities
  - Experienced in building strong relationships and providing high-level customer service
  - Knowledgeable in busy setting with strong problem solving, time management and prioritization skills
- 

### SUMMARY OF SKILLS

- Staff Management
  - Kitchen Sanitation
  - Operations Oversight
  - Customer Service
  - Quality Control Programs
  - Purchasing & Inventory
  - Food Safety Regulations
  - Catering Services
  - Problem Solving
  - Regulatory Compliance
  - Kitchen Organization
  - Human Resources
  - Restaurant Operations
  - Marketing & Promotions
  - Relationship Building
- 

### PROFESSIONAL SKILLS

#### Restaurant Operations

- Managed daily quality control programs and maintained a good working relationship with supervisors and staff
- Evaluated human resource needs to meet staffing requirements; hired and trained personnel
- Controlled food cost inventory and order concentrating on H.A.C.C.P
- Oversaw food preparation and production; ensured 100% food safety procedures were followed
- Ensured compliance with Federal food standards and regulations regarding a sanitized kitchen and food products
- Provided leadership and direction to housekeeping staff

#### Server & Customer Service

- Provided outstanding customer service and responded to special requests
  - Maintained high customer service and quality standards in all areas of events
  - Arranged tables, chairs, table linens, china and centerpiece to create an inviting atmosphere
  - Ensured that all food served is appropriately arranged and met quality standards
  - Delivered meals to guests and provided beverage service
  - Complied with all NYS food standards and regulations for maintaining cooler temperatures
- 

### EXPERIENCE

- **Restaurant Associates** - Bartender & Event Server 2015 - Present
  - **SOTO** - Personal Chef & Server 2016 - Present
  - **Slate NYC** - Event Dining Server 2011 - 2015
  - **Sodexo at St. Vincent Medical Center** - Environmental Service Manager 2008 - 2010
  - **Central Park Boathouse** - Banquet Server 2006 - 2008
  - **Restaurant Associates at Museum of Natural History** - Management Internship 2007 - 2007
- 

### EDUCATION

- **New York Institute of Technology** - Bachelor of Professional Studies in Hospitality Management
- **Art Institute of New York City** - Associate of Arts in Culinary Arts and Restaurant Management
- **Food Handlers** - Certificate

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(Name)  
(Address)  
(City)  
(Phone Number)  
(Email)

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### SUMMARY OF QUALIFICATIONS

- Experienced prep cook and chef with over three years of kitchen experience
  - Knowledgeable of kitchen equipment operation and maintenance
  - Advanced organizational, communication and prioritization skills
  - Superb kitchen organization set-up skills; ability to understand and follow instructions
  - Familiarity with state and county food safety regulations and policies
  - Capacity for working efficiently in a fast-paced setting while handling multiple priorities
- 

### SUMMARY OF SKILLS

- |                        |                            |                            |
|------------------------|----------------------------|----------------------------|
| • Cooking & Prepping   | • Food Knowledge           | • Knife Skills             |
| • Customer Service     | • Organization & Practical | • Relationship Building    |
| • Pastry Cook          | • Detail-Oriented          | • Restaurant Operations    |
| • Public Relations     | • Regulatory Compliance    | • Problem Solving          |
| • Kitchen Organization | • Food Safety Proficiency  | • Research & Investigation |
- 

### PROFESSIONAL SKILLS

#### Sous Chef

- Oversaw the broil station during service ensuring everything ran smoothly
- Managed relationships with vendors, negotiating prices of ingredients and equipment that resulted in savings
- Trained and directed kitchen workforce on recipe procedures, preparation and cleaning duties.
- Assisted cooks in the preparation, cooking, and presentation of different foods in the restaurant
- Ensured that all food served is appropriately arranged and met quality standards
- Observed staff engaged in portioning, preparing and garnishing foods

#### Cooking & Prepping

- Prepped vegetables, meats and other ingredients for dinner service
  - Assisted head chef with cake catering orders; prepped sweet and savory pastries for sale
  - Experienced boiling, frying, basting, grilling, roasting, and broiling meats, fish, and vegetables
  - Routinely followed recipes to create dressings and sauces
  - Ability to measure, mix, weigh, prepare and season ingredients in line with recipes
  - Maintained a clean, sanitary and safe kitchen environment
- 

### EXPERIENCE

- |  |             |
|--|-------------|
| • <b>Batter Couture Cake</b> - Pastry Cook                 | 2014 - 2017 |
| • <b>Sweet Potatoes Restaurant</b> - Prep Work and Cooking | 2008 - 2010 |
- 

### EDUCATION

- **Academy of Professional Bartending School** - Bartending Certificate
- **New Rochelle High School** - High School Diploma

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**Administrative Example**

(Name)  
 (Address)  
 (Address)  
 (Phone)  
 (Email)

**SUMMARY OF QUALIFICATIONS**

- Accomplished professional with experience in various administrative roles, management & volunteer work
- Recipient of various awards including: Golden Globe Award, Education Partnership Appreciation Award, Citizens Police Academy Certificate, Certificate of Recognition and Gratitude, and Community Service Award
- Experienced in building strong relationships and providing high-level customer service
- Proficient in operating different office machinery including: computer hardware, photocopiers and printers

**SUMMARY OF SKILLS**

- |                           |                             |                          |
|---------------------------|-----------------------------|--------------------------|
| • Administrative Support  | • Management & Coordination | • Grant Review           |
| • Correspondence Handling | • Meeting Maintenance       | • Computer Databases     |
| • Legislative Assisting   | • Letter Drafting           | • Preparing Legislation  |
| • Record Maintenance      | • Youth Supervision         | • Research & Development |
| • Transcribing Dictation  | • Office Procedures         | • Executing Reports      |

**PROFESSIONAL SKILLS****Administrative Support**

- Maintained research files, filed correspondence, memos of supports, documents, etc.
- Worked with the legislative Bill Drafter to pre-file bills for introduction in the 2017 session
- Entered and retrieved information from computer databases while resolving errors/omissions on tax returns
- Sorted and distributed documents, kept appropriated records and redirected documents as necessary
- Assisted in the preparation of reports by gathering data and implementing other investigative tools
- Aided the director in planning cultural and educational events
- Drafted and prepared legislations on behalf of the assembly member
- Organized and assisted with conferences, hearings and committee meetings
- Assisted in preparing for the roll out services which included Beta testing
- Programmed and installed new software/hardware on terminals
- Renowned for being the subject matter expert in regard to various topics
- Maintained inventory of hardware and materials for office

**Correspondence & Records Maintenance**

- Updated records office on courses, terms and created teaching contracts
- Maintained and filed all student records in file room
- Reorganized book changes in MBS and sent an updated list to adjunct faculty each term
- Recorded plagiarism letters into student files and any other pertinent information
- Proficient and experienced entering data in SIS, Access and Excel files
- Input grades for students in the Military branch websites
- Filed completed documents for more efficient retrieval; purged files as needed

**Grant Review**

- Reviewed grant for youth of the Employment and Training Administration
- Performed variety of duties including reviewing budgets, analyzing data and reviewing applications
- Provided input to team members and submitted written reviews
- Maintained professional and technical skills through educational workshops and trainings
- Attended debriefings on the details of the grant evaluation policies and procedures administered by the executive directive

**Legal Assistance**

- Produced information by transcribing, formatting, inputting, editing, retrieving, copying and transmitting data (Coordinated Case Preparation)
- Maintained calendar by planning the scheduling of conferences and dispositions while recording and monitoring court appearance dates and filing requirements
- Represented attorney by communicating and obtaining information; followed up on delegated assignments knowing when to act and when to refer issues to attorney
- Documented and input attorney billable time and reimbursable expenses to prepare invoices

**Customer Service & Relations**

- Provided administrative, clerical and customer service support in a variety of different capacities
- Offered accurate customer service to clients and other patrons
- Experienced in working with customer base by telephone, electronically and face to face
- Demonstrated ability to analyze problems or adverse situations in a bid to provide well-placed customer services
- Greeted and interacted with visitors answering any questions or general inquiries they may have
- Welcomed guest and patron's as they arrived and managed the registration process
- Handled guest check-ins and check-outs and resolved any issues that may arise
- Maintained awareness of all product information and merchandise promotions

**Management & Coordination**

- Managed advocacy, community outreach and public relations efforts with elected officials
- Worked with legislators to form the Friends Association;
- Built the organizations' annual budget; controlled finances and organized fundraisers
- Planned monthly, bimonthly and annual cultural and educational events and programs
- Organized international cultural trips for legislators, educators and community leaders
- Delivered speeches at forums, panels and conferences
- Supervised after school and weekend school programs for youth

**EXPERIENCE**

- |   |             |
|---|-------------|
| • <b>Entergy</b> - Administrative Assistant               | 2013 - 2019 |
| • <b>Hudson Valley</b> - Administrative Support Associate | 2010 - 2013 |
| • <b>New York State</b> - Grant Reviewer                  | 2007 - 2010 |
| • <b>JP Morgan</b> - Sales Representative                 | 2005 - 2007 |
| • <b>Maximus</b> - Tax Information Aide                   | 2003 - 2005 |
| • <b>Office of NYS</b> - Legislative Aide                 | 2002 - 2003 |

**VOLUNTEER WORK**

- |   |                |
|---|----------------|
| • <b>Hudson Valley Nations</b> - Vice President | 2014 - Present |
| • <b>Alliance of New York State</b> - Member    | 2016 - Present |
| • <b>Roundtable</b> - Member                    | 2016 - Present |
| • <b>Dialogue of Central New York</b> - Member  | 2015 - Present |
| • <b>Embrace Relief Foundation</b> - Volunteer  | 2014 - Present |

**EDUCATION**

- **SUNY Empire State College** - Advanced Certificate for Administrative Support
- **Manhattan College** - Master's degree: Education
- **Nassau Community College** - Associates Degree: Liberal Arts

(Name) \_\_\_\_\_

(Address). ♦ Troy, NY 12180 ♦ (Phone Number) ♦ (Email)

### SUMMARY OF QUALIFICATIONS

- Motivated educator with over 20 years of experience mentoring, instructing and coaching youth.
- Experienced working in various High School, Junior High School and Collegiate settings.
- Dedicated to delivering modern, high quality and results driven lessons.
- Possess over 15 years of coaching experience across varying skill levels.
- Knowledgeable in developing motor skills and the physical development of young adults.

### SUMMARY OF SKILLS

- |                               |                           |                              |
|-------------------------------|---------------------------|------------------------------|
| • Curriculum Development      | • Fitness Development     | • Effective Communication    |
| • Lesson Planning             | • Behavior Modification   | • Performance Assessments    |
| • National Learning Standards | • Improvement Plans       | • Motivational Techniques    |
| • Scheduling & Planning       | • Sportsmanship Awareness | • Individualized Instruction |
| • Physical Education          | • Integrated Activities   | • Classroom Management       |

### TEACHING EXPERIENCE

Dematha Intermediate School, *Substitute*

2017 - 2018, 2019 - 2021

- Followed lesson plans provided by the regular Teacher to create a cohesive and consistent learning experience for students.
- Managed the classroom effectively to encourage student participation, minimize distractions and maintain a positive learning environment.
- Adapted teaching methods to fit the needs of each individual student.
- Supervise students in and out of the classroom, including in the halls, on the playground and in the cafeteria.
- Provided in-class and at-home assignments based on the available lesson plan.
- Developed lesson plans and assignments consistent with the regular teacher's past lesson plans.

Mohawk Valley Community College, *Adjunct Instructor Physical Education*

2007 - 2016

- Developed curriculum to instruct large and small class sizes for weight training/personal fitness, golf, basketball, and racquetball.
- Created comprehensive lesson plans for each class.
- Organized, time managed, and used resources to create the best optimal learning environment for students.
- Identified individual student needs and develop curriculum to accommodate different learning styles.

Albany College, *Adjunct Instructor Physical Education*

2007 - 2009

- Created course curriculum for golf and tennis.
- Designed course requirements for golf and tennis.
- Reviewed lesson plans and techniques of students.
- Developed student/ instructor feedback form.

### STUDENT TEACHING EXPERIENCE

East High School

2007

- Developed daily lesson plans that met New York State and National Learning standards.
- Created personalized Physical Education work out programs for students with special needs.
- Coordinated sportsmanship awareness program.
- Created evaluative rubric scales for unit plans.
- Engaged in team teaching.
- Counseled students on physical activity and fitness programs.

City School

2007

- Developed daily lesson plans that met New York State and National Learning standards.
- Created personalized Physical Education work out programs for students with special needs.
- Coordinated sportsmanship awareness program.
- Created evaluative rubrics scales for unit plans.

### PRACTICUM TEACHING EXPERIENCE

Middle School

2006

- Developed daily lesson plans that met New York State and National Learning standards.
- Created personalized Physical Education work out programs for students with special needs.

Elementary School

2006

### COACHING EXPERIENCE

SUNY Albany - Assistant Hockey Coach

2018 - 2019

RPI - Volunteer Assistant Coach, Men's Ice Hockey, Division I

2016 - 2018

Onondaga Community College - Head Coach Men's Ice Hockey, NJCAA

2002 - 2016

Onondaga Community College - Head Coach Men's Lacrosse, NJCAA

2004 - 2006

Onondaga Community College - Assistant Coach Men's Lacrosse, NJCAA

2003 - 2004

### EDUCATION

Saint Rose - Master of Education: Physical Education, Health and Coaching

2015

State University of Albany - Bachelor of Science: Physical Education Teacher Education

2007

Adirondack Community College - Associate in Arts: Physical Education Studies

2004

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## ADDITIONAL TIPS



# ADDITIONAL TIPS

## Strategic

- Resume should not list everything you have ever done
- Ideally, should be tailored towards job applying to

## Consistency

- Ensure formatting, margins, font, spacing are all consistent

## Proofread

- Have friend, colleague, relative, etc. review resume prior to submitting

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# ADDITIONAL TIPS

## Quantify

- Where applicable, add numbers to quantify accomplishments

## LinkedIn

- Include LinkedIn profile link on resume
- Has become very popular in recent years amongst recruiters

## References

- No need to include references unless requested
- If included, do so on separate page

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# ADDITIONAL TIPS

## Experience

- Don't be afraid to leave some experience off your resume
- Especially experience over 10-15 years
  - Depending on field and job you are pursuing
- Businesses are looking for current, relatable **SKILLS**

## Transparency

- Be clear on resume and do not lie about experience, skills, education, etc.

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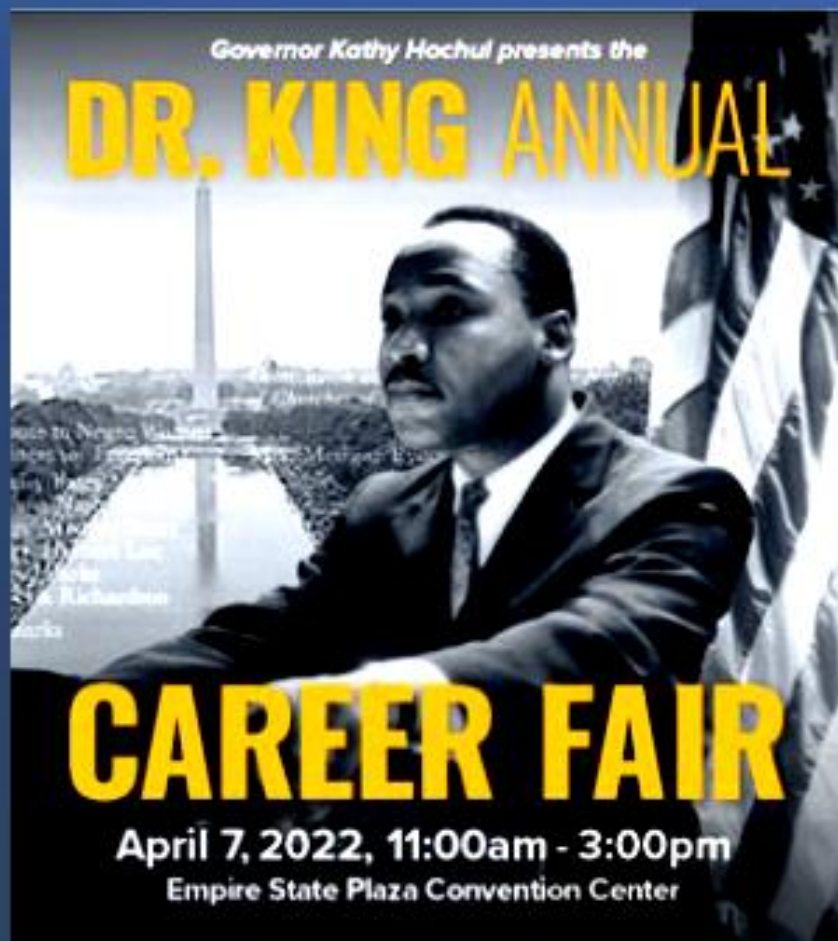
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## QUESTIONS?

Governor Kathy Hochul presents the

# DR. KING ANNUAL



# CAREER FAIR

April 7, 2022, 11:00am - 3:00pm  
Empire State Plaza Convention Center

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## Virtual Workshops!

Take Advantage of our Virtual Workshops Before the Event:

- March 14 - Transferable Skills
- March 21 - Resume Development
- March 28 - Interviewing Techniques
- April 4 - What to Expect at the 2022

### Dr. King Career Fair

All virtual workshops begin at 10:00 am.