



WAUBONSEE
COMMUNITY COLLEGE

SAMPLE GENERAL RESUME

SMITH

1092 First Avenue Sugar

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RILEY

Grove, IL

Use a professional email address: your name with as few other characters as possible

Customer Support Manager

OBJECTIVE

Keep objective simple; Use title of job you are applying for until you gain more experience

EDUCATION

Associate in Arts, History

Waubonsee

Only include your GPA if it is higher than 3.0

Community College, Sugar Grove, IL

May 2019

May 2024

GPA: 3.8/4.0

dkhfs

Expected Spring 2013

LANGUAGE: Spanish, conversational written and verbal skills

PROFESSIONAL EXPERIENCE

ABC INSURANCE COMPANY, Aurora, IL

July 2022 – Present

Marketing Support Clerk

Use different action verbs for each bullet statement

- Conduct an average of 50-75 telephone interviews per week with customers from target markets
- Draft marketing materials to be included in various publications

MCDONALD, NELSON & EVANS LAW FIRM, Naperville, IL

May 2021 – June 2022

Receptionist

Does each bullet include results? Your bullets should answer the question: Why am I unique?

- Directed incoming calls on a 40-line switchboard
- Greeted clients and instructed them to fill out appropriate paperwork ensuring that clients were fully prepared before their meeting with an attorney
- Created an electronic filing system, enabling users to access scanned documents remotely and reduce the cost of paper supplies

OWEN'S DEPARTMENT STORE, Naperville, IL

June 2020 -April 2021

Seasonal 2011 & 2012

Sales Associate

- Advised customers on purchases of various merchandise keeping their budget and style in mind, resulting in consistently exceeding sales goals
- Resolved customer inquiries and complaints in a polite and efficient manner thus increasing overall customer satisfaction scores to 4/5
- Processed special customer orders via telephone, email, and fax

COMMUNITY EXPERIENCE

COMMUNITY CENTER, Chicago, IL

June 2022 – Present

Volunteer, Youth Programming

- Create and manage the Youth Programming department's Facebook page that has increase RSVP's and attendance at events by 60% since 2013
- Market youth community events by speaking at neighboring high schools and recruiting peer leaders to help advertise the events
- Mentor high school students encouraging healthy behavior and positive choices

TECHNICAL SKILLS

Proficient in Word, Outlook, and Social Media

Functional in PowerPoint

Basic in Excel

Include skills that are relevant to the position. Be accurate with level of your skill. Don't include soft skills, for example, "strong work ethic" or "communication"