

TYPES OF RESUMES

- Functional** Stresses transferable skills and minimizes employment gaps
- Chronological** Stresses consistent employment and career progression

FORMAT

- Page Length** 1 - 2 pages depending on resume type (Chronological or Functional)
- Font Style** Standard font (such as Arial) for the body text and something more distinctive—but still readable—for the header
- Font Size** Body text between 10 & 12 point; name should be bold, larger and a different font style to stand out
- Line Spacing** Single spacing or lower for body text; double space between sections
- Page Margins** Normal or narrow but no less than .5" all around
- Bold & Italics** Use sparingly and consistently to draw attention to things like degrees or job titles

SECTIONS

- Header** Includes name and contact information (phone and email address)
- Objective** A statement that outlines the type of position sought and defines career goals
- Profile** A 2-3 sentence summary that highlights important skills, abilities, and experience
- Work Experience** Summarizes the last 10 years of work experience, highlighting transferrable skills
- Education** Lists relevant education, certifications, and professional licenses

OPTIONAL SECTIONS

- **Volunteer Experience**
- **Military Experience**
- **Software Application**
- **Groups & Organization**
- **Internships or Externships**
- **Presentations, Publications, or Workshops**

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PROFILE

Customer service professional with extensive personnel and project management experience. Strong interpersonal skills with certification in organizational development. Innovative problem solver with background in product development to increase brand recognition and market share.

EDUCATION

DePaul University, Chicago, IL <i>Organizational Development Certification</i>	2000
Western Illinois University, Macomb, IL <i>Bachelor's Degree in Management (Magna cum laude)</i>	1994
Triton College, River Grove, IL <i>Associate's Degree in Liberal Arts</i>	1992

WORK EXPERIENCE

Jewel Osco, Woodridge, IL 1994 – Present
Assistant Manager

Manage day-to-day store operations and team of 50 employees; open and close store and make bank deposits; oversee store inventory and deliveries; hire, train and manage store employees; resolve escalated customer issues and manage customer rewards program.

Key Accomplishments

- Promoted three times to positions of increased responsibility
- Developed and implemented new inventory procedures that saved the store \$25,000 in 2010
- Reduced annual employee turnover from 50% to 25% in last five years due to development of a more extensive new hire training program
- Increased store profitability by 10% since May 2014 due to implementation of a new employee scheduling system

SOFTWARE APPLICATIONS

Microsoft Office 2010/2013, QuickBooks, PeopleSoft, Google Analytics, Facebook