**Example of a functional resume format – draws attention to skills**

# Vanessa A. Sanchez

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**OBJECTIVE**

A management position that requires excellent interpersonal, organizational, and supervisory skills. Would welcome assignment in operations, sales/marketing, customer services, human resources, or related areas.

**EDUCATION**

Northeastern Illinois University, Chicago, Illinois
Bachelor of Science in Management, May 2007
G.P.A. 3.2/4.0

- Financed 90 percent of education through part-time employment and student loans.

**PROFESSIONAL PROFILE**

Management

- Supervised various youth recreational activities.
- Trained new employees in effective sales and direct mail techniques.
- Frequently served as store supervisor in the manager's absence.

Interpersonal

- Demonstrated effective persuasive skills in retail sales.
- Provided excellent customer service by phone and in person.
- Resolved customer complaints effectively and efficiently.
- Served as new student orientation facilitator and group leader.

Organizational

- Provided administrative support in producing all forms of office communications.
- Designed and developed a coding system for a university research project.
- Organized and recorded data as a research assistant.
- Recognized by supervisors as being efficient and detail-oriented.

**LANGUAGES**

Speak, read, and write Spanish/English fluently.
Basic conversational ability in Italian.

**COMPUTER SKILLS**

IBM PC and Mac formats, Microsoft Word, Excel, PowerPoint, Printshop, several e-mail formats, and the Internet.

**EMPLOYMENT HISTORY**

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|---|---|
| Good Luck Rent-A-Car<br>Customer Service Representative | Park Ridge, Illinois<br>2004 to present |
| Northeastern Illinois University<br>Research Assistant | Chicago, Illinois<br>2003 – 2004 |
| Chakotay Gift Emporium, Ltd.<br>Sales Associate/Cashier | La Forge, Illinois<br>2001 - 2002 |

Source: Courtesy of Northeastern Illinois University
Job Choices for Business & Liberal Arts Students: 2007 page 42