

## **Special Points for Experienced Professionals to Consider**

For your professional experience, list items that highlight your level of accountability and achievement. You can post those items for a specific timeframe (day, week, month, quarter, year, etc.), and you can use numbers stated as averages, ranges, or close approximations.

### Accountability Examples:

- # employees supervised
- # accounts managed
- # vendors negotiated with
- \$ value of budget managed
- \$ value / # products of inventory managed
- \$ value / scale / size of projects managed
- \$ value / scale / size of contracts negotiated

### Achievement Examples:

- \$ or % increase in revenues
- \$ or % increase in profits
- \$ or % decrease in costs
- \$ or % project completed under budget
- % increase in staff productivity
- recognition for service provided or results produced

*The following are resume samples for experienced professionals...*

# JOHN A. DOE

1234 Main Street  
Tinley Park, IL 60477

(708) 555-2222  
jdoe@mailbox.com

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## PROFILE

### Retail Management • Merchandising • Marketing

Seasoned executive with an impressive track record for a national retailer. Currently provide visionary leadership and management for an operation with \$40+ million in sales. Demonstrated aptitude for regional general merchandise management, as well as store operations, buying, and merchandising. Special talent for regionalized marketing, advertising, and promotions. Career reflects a consistent record of corporate recognition for contributions to operations, sales, and profits.

## EXPERIENCE

### XYZ CORPORATION

#### General Manager, Store #135, Chicago, IL (20xx-20xx)

Full profit and loss responsibility for a high-volume store staffed with 300+. Direct and monitor a management team of 25 in buying, assortment, presentation, marketing, advertising, housekeeping, and merchandising functions.

- Increased sales volume from \$30 to \$40 million, reversing the trend from red to black in profit and loss; led the store to rank in the top 25 among 800 nationwide.
- Created and introduced an innovative domestics line, generating \$4+ million in sales; department has subsequently been launched in over 100 stores with profitable results.
- Envisioned regionalized marketing, advertising, and promotional strategies to tap a large Asian market population.
- Achieved substantial strides in affirmative action, creating a staffing mix that was representative of the community.

#### General Manager, Store #844, Evanston, IL (20xx-20xx)

Hands-on management for a \$30 million unit with 200+ employees.

- Doubled net profits, with a volume increase from \$25 to \$30 million.
- Directed a \$1.9 million remodeling project that was completed on time and under budget, using mostly store staff.
- Formed a cohesive staff, using skills in effective recruitment, team building, empowerment, and employee relations.

#### Regional General Merchandise Manager, Chicago, IL (20xx-20xx)

Managed total store buying, assortment, and advertising for a \$400 million region with 10 locations throughout Northern Illinois.

- Boosted the national ranking of the region from the bottom 40 to the top 15 for profitability.
- Initiated radio advertising for the company for the first time in its 25-year history.
- Coordinated the company's regional Junior Achievement Program.

#### Group Staff Merchandise Manager, Store #348, Schaumburg, IL (19xx-19xx)

#### Soft Lines Merchandise Manager, Store #135, Chicago, IL (19xx-19xx)

#### Hard Lines Merchandise Manager, Store #135, Chicago, IL (19xx-19xx)

## EDUCATION

**B.B.A., Marketing, Saint Xavier University, Chicago, IL**

**SUMMARY OF QUALIFICATIONS**

Extensive experience in Property Management, maintaining commercial real estate portfolios totaling from 500,000 to 1 million square feet (S.F.) of space. Qualifications include a background of progressively responsible positions with a demonstrated performance record, and cost-effective monitoring of budgets over \$1 million. Excellent communication, leadership, and motivational skills that produce favorable interaction with staff, clients, and executive management.

**EXPERIENCE**

JOHNSON PARTNERS, Chicago, IL 2/xx-Present

**Property Manager**

- Manage a portfolio consisting of 500,000 S.F. in office buildings and industrial service centers; increased commercial lease occupancy to 100%.
- Oversee annual budget, property accounting, 5-year forecast preparations, monthly operating reports, tenant relation programs, and contracted services.
- Coordinate tenant improvements and lease negotiations.
- Instrumental in complying with American Disabilities Act (ADA) renovation requirements.
- Supervise 20 on-site security and maintenance personnel.

ABC COMMERCIAL REAL ESTATE, INC., Chicago, IL 1/xx-2/xx

**Real Estate Manager**

- Performed management services for 3 shopping centers and 2 industrial parks, totaling 500,000 S.F.
- Created annual budgets and completed quarterly re-forecasts.
- Provided consulting services and helped coordinate remodeling projects.
- Automated property management accounting for 13 properties.

BIDWELL GROUP LTD., Chicago, IL 4/xx-1/xx

**Property Manager**

- Managed a commercial portfolio comprised of an office park, service center, and high-rise office building.
- Acted as a liaison between brokers and prospective tenants, and structured renegotiations of leases.
- Hired, trained, and supervised a staff of 12 clerical and maintenance associates.
- Coordinated operations for a building containing asbestos to meet compliance standards.

WASHINGTON DEVELOPMENT CORP., Chicago, IL 8/xx-4/xx

**Property Management Administrator**

- Instrumental in the establishment of a Property Management Division that was responsible for overseeing a real estate portfolio consisting of 8 commercial properties totaling 1 million S.F.
- Selected and implemented a Data Base Management System (hardware and software) to facilitate accounting cost controls for corporate and 13 regional offices; conducted in-house training program.

**EDUCATION / TRAINING**

BUILDING OWNERS & MANAGERS ACCOCIATION, Chicago, IL 20xx

**Real Property Administrator Certificate**

SAINT XAVIER UNIVERSITY, Chicago, IL 20xx

**B.S., Mathematics**

**COMPUTER SKILLS**

Proficient in Microsoft Word, Excel, and PowerPoint

# Kerry J. Doe

1234 State Road – Tinley Park, IL 60477

708-555-1111

kdoe@mailbox.com

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## PROFILE

Experienced professional in administrative assistant and customer relations capacities.

- Background includes managing budgets, overseeing supply inventories, producing operational reports, handling travel arrangements, and resolving customer issues.
- Exemplary interpersonal qualities and effective communication skills in working with all levels of management, employees, vendors, and clients/customers.
- Maintain attention to detail while simultaneously coordinating multiple projects.
- Excellent problem-solving and decision-making skills in executing assignments.

## WORK

### EXPERIENCE

#### **Pioneer Aluminum Parts, Willowbrook, IL**

##### **Executive Secretary (07/20xx – 05/20xx)**

- Served as the Secretary to the Director of Plant Operations and the Director of Sales.
- Monitored monthly spending and reconciliation for a \$250,000 budget.
- Managed \$20,000 in advertising and promotional materials.
- Coordinated routes for the sales staff, impacting service to 1200 customers.
- Arranged all aspects of international and domestic travel for the Sales Department.
- Maintained executive calendars, scheduled appointments, and fielded supplier calls.
- Prepared drafts of monthly reports regarding regional production projects.
- Successfully revamped the materials supply and purchasing systems, which reduced over-ordering by 15%.
- Comparison-shopped for best prices when purchasing office supplies, resulting in a savings of 12% in expenditures.
- Aided the start-up of support staff functions for the Hinsdale branch of the company.
- Contributed to the preparation and editing of the quarterly company newsletter.
- Directed visitor hospitality operations and arranged departmental luncheons.
- Routed all incoming company mail to appropriate personnel.
- Served on the Community Service Activities Committee.

#### **Central Service Marketing Displays, Elmhurst, IL**

##### **Customer Service Representative (05/20xx – 07/20xx)**

- Analyzed inventories to determine overages/shortages at all distribution centers.
- Answered calls and scheduled appointments for repair services, and satisfactorily resolved customer complaints through attentive listening and tactful communication.
- Performed clerical and bookkeeping responsibilities, ensuring a strong attention to detail, accuracy, and timeliness were maintained.

## VOLUNTEER

### EXPERIENCE

#### **Teen Bridge Center, Orland Park, IL**

##### **Mentor, 20xx-20xx**

- Facilitated discussions of personal topics for 5-10 teenage girls one night per week.
- Led 3-5 girls in monthly community service activities at a local homeless shelter.

## EDUCATION

#### **Saint Xavier University, Chicago, IL**

##### **B.A., Liberal Studies, 20xx**

## SKILLS

**Software:** Excel, Word, PowerPoint, Photoshop, Outlook

**Language:** Fluently bilingual in English and Polish

**References Furnished Upon Request**

# JOHN DOE

1234 Main Street – Tinley Park, IL 60477

(708) 555-1234

jdoe@mailbox.com

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## EDUCATION

### **SAINT XAVIER UNIVERSITY, Chicago, IL**

Master of Business Administration, Finance, May 20xx

Bachelor of Science, Accounting, May 19xx

## FINANCIAL SERVICES EXPERIENCE

### **NATIONAL MANUFACTURING COMPANY, Chicago, IL**

**Asset Accounting Manager** (*promoted December 20xx – Present*)

**Senior Accountant** (*January 20xx – December 20xx*)

- Manage all GAAP accounting related to a \$1.0 billion finance lease portfolio for the business, including deal origination, monthly accounting/reporting and residual value review.
- Train and supervise offshore personnel in finance lease accounting activities, including journal entry production, account reconciliation, monthly close process and management report production.
- Managed the first audit of lease accounting details to original contracts that yielded additional book income of \$3.0 million in 20xx.
- Manage the reconciliation of finance lease assets on-billing with customers between accounting platform, operating system and fixed asset system.
- Develop various monthly and ad hoc reports within the finance lease accounting platform to support the business unit.
- Provided detailed finance lease support and analysis to tax department personnel during FAS 109 project.

### **ALLSTATE INSURANCE COMPANY, Chicago, IL**

**Director of Financial Reporting** (*July 20xx – January 20xx*)

**Manager, Corporate Accounting** (*September 20xx – July 20xx*)

- Managed activities to complete GAAP regulatory filings, including the SEC Forms 10Q/10K/8-K, Proxy, Annual Report and Press Release.
- Developed accelerated close process initiatives and assisted in their implementation.
- Served as primary liaison for external auditors, parent company and stock plan administrator.
- Coordinated the re-engineering and centralization of the collateral management process.
- Managed and monitored corporate treasury activities, including accounts payable, cash management and collateral.
- Maintained the corporate general ledger and consolidated insurance affiliates' financial statements.
- Developed new analytical reports and streamlined the existing reporting processes.
- Trained and supervised corporate financial reporting personnel; coordinated financial reporting activities with subsidiary financial personnel.

### **COUNTRYWIDE INSURANCE COMPANY, Chicago, IL**

**Manager, Financial Reporting/Hyperion Administrator** (*April 19xx-September 19xx*)

**Senior Accountant III/Hyperion Administrator** (*December 19xx-April 19xx*)

**Senior Accountant II** (*December 19xx-December 19xx*)

- Prepared and controlled the CNA Financial Corporation consolidated financial results, and assisted with the production of various internal and external reports including SEC filings (Forms 10-Q, 10-K, 8-K, S-3 and S-4).
- Supervised the implementation of Hyperion Enterprise, including structural development and testing.
- Managed three Hyperion Enterprise applications, including the development of new applications, the development of new analytical and management reports, the coordination of system interfaces, and user training/support.
- Trained and supervised financial reporting personnel.

**Staff Accountant** (*May 19xx-December 19xx*)

**Financial Development Rotational Associate** (*June 19xx-May 19xx*)

## SOFTWARE

- Oracle General Ledger
- PeopleSoft General Ledger
- Hyperion Enterprise GL
- Microsoft Office (Excel, Access, Word, PowerPoint)
- Business Objects
- Hyperion Essbase
- Crystal Reports

# John Smith

123 Street – Tinley Park, IL 60477 • 708-555-7890 • [johnsmith@mailbox.com](mailto:johnsmith@mailbox.com)

## SUMMARY

IT Project Manager with over xx years experience, including expertise in the areas of LAN and WAN, training and support, telephony, and e-mail and security. Skilled in designing infrastructure and implementing technology for large user groups, supporting users at headquarters and multiple remote locations, managing multi-million-dollar budgets, and supervising staff. Proven ability to translate business needs into technology requirements that help meet a company's business objectives. History of success in managing all phases of IT projects, from needs analysis and requirements definition to vendor selection, implementation, and training.

## EXPERIENCE

### IT Project Manager, Company, City, State, 1/xx – Present

- Manage all computer and telephony systems for a \$30 million widget company at corporate headquarters as well as at 5 remote locations.
- Assume overall financial accountability for the IT department, including developing and managing an annual IT budget of \$1 million.
- Oversee a staff of 3 comprised of a help desk analyst, an operations analyst, and a network administrator, in supporting 240 employees across 6 locations in Illinois and Indiana.
- Successfully implement multiple IT projects ranging from \$40K to \$100K, providing the technology knowledge and vision to support the company's business objectives, and evaluating and recommending all software for business processes.

### *Selected Accomplishments*

#### LAN and WAN

- Specified and upgraded all computer equipment from desktop to back-end servers for all locations.
- Designed and implemented a WAN infrastructure using T1s and Cisco equipment, integrating legacy SCO/Unix systems with the new infrastructure.
- Integrated NT servers into the network.
- Implemented a VPN solution via the Internet to enable a secure connection between a remote location and corporate headquarters.
- Involved in the day-to-day operation of Novell (4.X/5.X) network in addition to effort to migrate to an all-IP network.

#### Training and Support

- Implemented computer-based training for Microsoft Office products utilizing Skillvantage by NetG, eliminating the need to send users to outside training and providing a means of easily tracking employee progress to the established training requirements.
- Formed and staffed a centralized help desk for coordination of support services throughout the organization to increase the efficiency and effectiveness of support services.
- Created and manage standard desktop images for employees based on job function, reducing the time required to install appropriate software on a new PC by copying the appropriate image to a new computer's hard drive instead of loading individual software applications.

#### Telephony

- Reduced customer service personnel hours by analyzing the types of customer calls, developing a flowchart of the customer call process, evaluating and selecting an Integrated Voice Response (IVR) system to place in the contact path to customer service, and developing a database file of all customers that included customer account number, balance, next delivery, and last posted payment, which was refreshed nightly and updated in the IVR system. Successfully implemented the project, resulting in a 10-month ROI with a customer usage rate of 7%, significantly above the vendor expected usage rate of 2%, a rate equivalent to having an additional 2 customer service representatives on staff.
- Based on the initial success of the project, enhanced the IVR system further to include accepting credit card payments and adding a complete Spanish language script.
- Upgraded an automatic call distribution system, implementing call accounting software to track who placed a call and where the call was placed, and managed a Fujitsu 9600 PBX phone system.

#### E-Mail and Security

- Designed and implemented an STMP-based mail server and standardized the entire company on Outlook Express, including creating an e-mail domain and managing users.
- Migrated to Internet standard messaging, and installed T1 connectivity to the Internet.
- Selected and implemented content-scanning software, Content Technologies' Mailsweeper, to protect company assets and minimize exposure.

**Supervisor of LAN Applications, Company, City, State, 12/xx – 12/xx**

- Managed a staff of 2 in supporting both corporate headquarters and a 24/7 XYZ operation.
- Designed and implemented a help desk to serve the needs of 600 employees.
- Handled second-level support of LAN and WAN issues for the company.
- Performed daily Novell administrative tasks, including adding and deleting users, setting up shared areas, controlling data access, and managing print queues.
- Trained users and administered e-mail for the entire company.
- Established and maintained productivity training of end users and supported all shrink-wrapped software applications, including Paradox, GroupWise, and Excel.

**Information System Manager, Company, City, State, 11/xx – 11/xx**

- Oversaw all aspects of IT for a financial services office.
- Managed the migration from an IBM System 34 to a PC-based Novell LAN.
- Installed and supported LANs in Chicago, training and supporting users in the new environment.

**TECHNICAL SKILLS**

**Operating Systems:** Windows, Mac, Novell 5.X, Linux, Unix  
**Software Applications:** Excel, Word, Access, PowerPoint, Outlook  
**Hardware:** Compaq servers, IBM servers, HP servers, Gateway servers, custom PCs, Netscreen firewall, Cisco routers, hubs, switches, voicemail, phone switches

**PROFESSIONAL ASSOCIATIONS**

XYZ Computer Association  
ABC Information Technology Association

**EDUCATION**

**Saint Xavier University, Chicago, IL**  
B.A., Computer Science, 19xx