

Résumé

Quick Packet

Please Note:

Due to a large number of appointments, we are unable to take last-minute walk-in résumés.

An appointment will be made only after our office has received your résumé packet.

Instructions

Step 1: **Fill in the requested information** in this packet to the best of your ability. If you have an older copy of a résumé you may include it with the packet.

Step 2: **When you have it completed, drop it off** at, or mail it to:

**Center for Workforce Development
Livingston County Government Center
6 Court Street, Room 105
Geneseo, NY 14454
585-243-7047**

Step 3: **After we receive this packet**, you can make appointment to meet with an Employment Counselor to work on your résumé. An appointment can be made at the time you drop off your packet. If you are mailing it please give us a couple of days to receive it before calling us at 243-7047 to make an appointment.

Step 4: **Before your appointment**, we will enter your packet information into the computer, begin formatting your résumé and do some research which will be discussed at your appointment.

Step 5: **At your appointment** we will work together to finalize your résumé, which includes deciding on: formatting, career focus, possible multiple résumés, and adding more or deleting nonessential or outdated information.

Step 6: **When you leave**, you will be given several copies of your resume and a copy of your résumé on disc if you request.

Example: Basic Chronological Résumé:

Carol Bennett

123 Fine Street
Geneseo, NY 14454
585/243-7047
cbennett@aol.com

Objective: To obtain a **Sales/Marketing** position in a mid-sized company where I can use my 10 years of experience.

PROFESSIONAL EXPERIENCE

- Sales/Marketing**, Freelance Incorporated, San Francisco, CA 1996 - 2006
- Provided start up management services for retail companies
 - Interviewed, hired and trained personnel
 - Oversaw shipment and receiving of goods
 - Set up presentation of merchandise
 - Ran all aspects of art gallery during the absence of owner
 - Designed and set window and interior displays for fashion boutiques
 - Remodeled old furniture for interior design outlet firm
- Salesperson**, H. Stern Jewelers, Havensight Mall, St. Thomas 1994 - 1996
- Demonstrated the ability to sell fine jewelry, gemstones and watches to varied clientele from all over the world
 - Achieved recognition as top salesperson on several occasions
 - Patient and tenacious along with in-depth product knowledge
- Store Manager**, Boone Docks, Havensight Mall, St. Thomas 1992 - 1994
- Responsible for overall daily operations including sales, personnel training/motivation, scheduling, interviewing, hiring and counseling
 - Highly skilled in merchandising and visual display of windows and interior fixtures
 - Wrote advertising for media as required
 - Developed customer base and mailing list
 - Initiated receiving system for incoming goods, set up storage areas for stock, supplies, tools, signage
- Assistant Deli Manager**, Perry IGA, Perry, NY 1989 - 1992
- Made a wide variety of salads, subs and pizzas
 - Resolved customer complaints
 - Assisted customers in locating merchandise
 - Cleaned and sanitized on regular basis
 - Trained new staff on equipment, in product and in proper procedures

EDUCATION

Various programs/seminars in business management, marketing and sales

Certificate in Executive Secretarial, The Wood School, New York, NY

Regents Diploma, George O. Robinson School, San Juan, Puerto Rico

Résumé Quick Packet

Contact Information

Name: _____

Street Address: _____

City, State, Zip: _____

Telephone: _____

E-mail or Web Address: _____

Objective

Examples:

Objective: To obtain a **Management-trainee** position in the fast-food service industry where I can use my leadership experience to advance within the company.

Objective: Seeking a **Welder** position where my 10+ years of experience in the field.

Objective: To secure a position as a **Secretary**.

Your Turn:

Objective: _____

Employment History

Begin with your most recent job and work backwards. Attach more sheets as needed.

Example:

Job Title: Manager

Name of Company: Walton Foods

Address of Employer/Company: (Town, State) Rochester, NY (Don't need the street address)

Years Employed: From 1990 to 1995

Job Description/Duties Performed: (☆☆See back of packet for sample job descriptions☆☆)

- Supervised up to 45 employees and managers
- Oversaw all aspects of hiring process; interviewing, testing, hiring decisions and orientation
- Worked with vendors to negotiate pricing, displays and specials
- Inventoried and ordered stock
- Made daily deposits and change orders, performed safe audits, and balanced register drawers
- Performed openings and closings of store
- Provided outstanding customer service; turned emotionally charged situations into positive experiences
- Set up displays, end caps and performed visuals

Education & Training

Include High School Diploma unless you have an advanced degree like a B.A. Include any partially completed degree programs

Example:

(Circle one and write in subject) Degree/Certificate/Diploma/License/Training in...: Forklift Operator

Place of Training: (Institution name, City, State) Genesee Valley BOCES, Mt. Morris NY

Date Completed: May 2004

Your Turn:

Degree/Certificate/Diploma/Training in...: _____

Place of Training: (Institution name, City, State) _____

Date Completed: _____

Degree/Certificate/Diploma/Training in...: _____

Place of Training: (Institution name, City, State) _____

Date Completed: _____

Degree/Certificate/Diploma/Training in...: _____

Place of Training: (Institution name, City, State) _____

Date Completed: _____

Degree/Certificate/Diploma/Training in...: _____

Place of Training: (Institution name, City, State) _____

Date Completed: _____

Military Experience

Rank: _____ Branch: _____

Years: From _____ to _____

Duties (Put in Civilian Terms), Special Assignments or Projects::

- _____
- _____
- _____
- _____
- _____
- _____

Any Other Notable Points/Honors?

Community & Volunteer Activities

Name of Organization _____

Town, State: _____ Dates of Service: _____

Position: (Example: Member, Secretary, Coordinator): _____

What you did:

- _____
- _____
- _____
- _____

Name of Organization _____

Town, State: _____ Dates of Service: _____

Position: (Example: Member, Secretary, Coordinator): _____

What you did:

- _____
- _____
- _____
- _____

Name of Organization _____

Town, State: _____ Dates of Service: _____

Position: (Example: Member, Secretary, Coordinator): _____

What you did:

- _____
- _____
- _____
- _____

It's Not Just Flipping Burgers....

Below is a listing of some common jobs and some of the responsibilities associated with them. This collection was compiled from numerous résumés. This is a good resource for your résumé if you can't remember what exactly you did on a particular job. However, it is suggested that you first attempt to list your job responsibilities by yourself and use this resource to fill in the areas where your job descriptions are lacking.

RESTAURANT MANAGER

- Managed and supervised a \$700,000 a year Restaurant
- Inventoried and ordered supplies and food
- Investigated and resolved complaints concerning food quality and service
- Reviewed and monitored expenditures to ensure they conformed to budget limitations
- Insured compliance with all health and safety regulations
- Interviewed job applicants, recommended hiring and terminations
- Trained, scheduled and supervised employees
- Forecasted customer volume and made decisions accordingly
- Knowledgeable in steam and ice tables, refrigerator units, beverage dispensers and grill
- Placed orders and checked in vendors
- Recorded closing paperwork for home office
- Set up draws and balanced at end shifts
- Opened and closed the store
- Counted and kept track of large sums of money
- Forecasted staff, equipment, and supply requirements
- Inspected supplies, equipment and work areas
- Observe and evaluate workers and work procedures
- Personnel actions: resolved personnel problems and fired staff
- Trained workers in food preparation, service, sanitation and safety procedures
- Analyzed operational problems, such as theft and wastage, and established procedures to alleviate these problems
- Consulted vendor to reboot system in case of system failure

FAST FOOD

- Operated cash register; maintained accuracy of draw balance
- Took orders and cashed out customers
- Cooked orders to company standards and to accommodate special orders
- Made wide variety of salads
- Conducted weekly/daily cooler inventories
- Cleared and cleaned tables, floors, and trash receptacles
- Helped train new workers in proper procedures
- Excellent customer relations skills
- Took order in drive thru window
- Opened and closed store
- Unloading trucks and rotated stock
- Customer Service: effectively handled dissatisfied customer
- Assembled orders and served to customers
- Maintained clean floors, aisles, entrances, and outdoor walk ways
- Cleaned and sanitized food preparation areas, equipment, and serving line
- Established good customer relations with repeat customers
- Developed new way of doing something (what?)
- Did you ever get an employee of the month award?

FOOD SERVICE LABORER

- Cleared and cleaned tables and chairs
- Replenished supply of silverware, glassware, and dishes
- Washed pots and pans by hand
- Knowledgeable in use of cleaning materials
- Operated industrial dishwashing machine
- Swept, mopped, and sanitizing floors and restrooms
- Other duties as requested by cooks and supervisors

WAITRESS

- Escorted customers to their tables
- Presented menus to patrons and answer questions about menu items, making recommendations
- Explained how various menu items are prepared, describing ingredients and cooking methods
- Informed customers of daily specials
- Checked patrons' identification to ensure they meet age requirements for alcoholic beverages
- Described and recommend wines to customers
- Wrote patrons' food orders and enter orders into computer
- Served food or beverages to patrons, and prepared or served specialty dishes at tables as required.
- Served 40 or more customers at one time
- Set up and take down for banquets of 200 or more customers
- Set and clear tables
- Checked with customers to ensure that they are enjoying their meals and take action to correct any problems
- Prepared itemized checks
- Prepared hot, cold, and mixed drinks for patrons, and chilled bottles of wine
- Performed food preparation: preparing salads, appetizers, and cold dishes, portioning desserts, and brewing coffee
- Stocked service areas with supplies
- Garnished and decorated dishes in preparation for serving

COOK/KITCHEN MANAGER

- Supervised and coordinated cooks, kitchen personnel and dining room staff
- Selected and developed recipes
- Assisted in planning varied menus
- Estimated food and beverage costs; engaged in bulk purchasing of supplies from local suppliers
- Prepared and cooked soups, meats, vegetables, salads, desserts and sauces
- Carved meats, portioned food on serving plates, added gravies and sauces and garnished servings to fill orders
- Skillful preparation of traditional dishes and refreshing twists in creating new ones
- Maintained compliance with local health and safety regulations
- Trained new employees and inspected equipment for cleanliness and functional operation
- Carved meats, made sandwiches, brewed coffee
- Responsible for maintaining clean food preparation equipment
- Arranged and garnished cold meat dishes and prepared cold meat sandwiches
- Consistently kept accurate inventory records

CAR SALES

- Sold new and used automobiles and trucks to retail customers
- Greeted customers, listened to requirements and assisted them in selection
- Explained features & operations in showroom or on road
- Suggested optional equipment for customer to purchase
- Compared and quoted sales price, trade-in allowances, license fee, discount and requirements for financing of vehicle
- Explained and sold leases and warranties
- Performed follow-up calls, correspondences and services with customers

CUSTOMER SERVICE REPRESENTATIVE

General

- Collected on past due accounts
- Maintained and calculated payroll hours for plant employees
- Handled customer orders and complaints
- Conducted periodic service department inventory
- Gathered customer information and set up new accounts in computer system
- Filled in as Receptionist and Perpetual Liquid Inventory Clerk as needed
- Operated mainframe computer system, calculators, typewriters and copiers

Hotel

- Greeted guests; checked guests in and out
- Answered eight line phone, made reservations
- Made wake up calls
- Completed daily work reports, sent faxes, made copies, typed reports
- Balanced safe, cash drawer, and registers
- Made housekeeping schedules
- Attended to guests' needs and complaints

FACTORY

Assembly

- Operated press machine assembling micro gears onto rods
- Inspected parts with computerized instrumentation
- Operated wire-cutting machine
- Scraped and glued plastic parts for machine assembly
- Routed finished parts for packaging
- Packaged products to be shipped
- Supervised packing room crew
- Trained new workers in company standards and procedures
- Assembled boxes and packed frozen vegetables
- Operated production machines, including: Cutter, Automatic boxer, Printer, Sealer, Stacker, Assembler, Labeler
- Operated arbor press, riveter, wrenches, screwdrivers, ratchet, drill, grinder/file, die grinder, and air chisels to assemble ...
- Maintained records and inventory
- Promoted to group leader
- Utilized electrical equipment and instruments to wind coils according to wiring diagrams, sample coil, or work order
- Created wire splices, repaired coils, insulated wire and set up all aspects of winder
- Installed self-locking safety ties to pistols and rifles
- Coordinated daily routine of 2-shift assembly department
- Expedited component parts needed to fulfill manufacturing requirements
- Scheduled work orders subcontractors
- Setup of various machine including: 10 ton Benchmaster Presses, RMT Hydraulic presses, Spinnomatic and Orbital Riveters, autobagger automatic packaging machines

Packing Machine Operator

- Placed cotton in jewelry boxes and packaged for shipment
- Operated machine gluing press attaching decorated paper to raw cardboard
- Washed and packaged flash light lenses
- Scraped excess plastic off molded parts and packaged them

Packer

- Skilled in packaging a variety of products for international shipping
- Inspected products for printing errors
- Removed non-standard printing with industrial solvents
- Rerouted cleaned products back to print machine
- Met or exceeded daily quotas

Inspector

- Inspected and packed industrial insulators
- Operated air pressure machine, automated rivet machine

FARM & AGRICULTURAL LABOR

- Operated harvester
- Loaded trucks for shipment of produce
- Cultivated, harvested and stored feed crops
- Drove farm machinery (What kind?)
- Repaired farm machinery (What kind?)
- Loaded hay on truck, onto conveyor, into barn
- Weighed, loaded, mixed and distributed seed
- Responsible for milking machinery set up and operation
- Cleaned stalls, barns and buildings and mucked stable
- Responsible for the feed of livestock
- Maintained and sustained a healthy head of dairy cattle
- Tended automatic pumps to clean milk pipelines
- Fed, bedded, medicated, pulled and fully cared for freshened heifers, milk cows, beef cattle
- Bottle fed sick and premature calves
- Knowledgeable of various sanitizing chemicals
- Administered prescribed treatments, reported problems requiring veterinary attention.
- Cleaned and sterilized milk containers and equipment.
- Met health and cleanliness standards set by regulations
- Cared for, groomed, exercised and fed horses

LAWN CARE & GROUNDS KEEPING

- Operated snow plow (name the kind and horsepower:)
- Performed lawn care and maintenance including; trimming, cutting, rolling, and seeding
- Experienced in mowing steep angles
- Trimmed shrubs, trees and removed brush
- Raked and disposed of leaves
- Shoveled snow, broke unsafe ice, spread salt
- Maintained machinery in excellent condition
- Removed clippings and debris from work site
- Ran lawn tractor (name the kind and horsepower:)
- Arranged fee payments from customers
- Purchased supplies
- How many lawns/how many acres?
- Installed new rolled sod
- How many customers?

RETAIL SKILLS

[Convenience stores / Gas stations / Department stores / Grocery stores]

- Assisted customers in locating merchandise
- Proofed customer for alcohol and cigarette sales
- Operated Lottery machine
- Maintained safe floors, aisles, entrances, and walk ways
- Set up displays, decorations, and ads
- Developed friendly rapport with regular customers
- Properly handled difficult customers
- Resolved customer complaints satisfactorily
- Suggested purchases to customers
- Cleaned store
- Stocked shelves and coolers
- Priced merchandise
- Arranged stock on shelves neatly and attractively
- Helped train new employees
- Took inventory of stock
- Handled cash and daily receipts, kept logs
- Checked in vendors
- Reported drive-offs to police and filed police incident reports
- Maintained gas log levels taking readings daily
- Worked computerized cash register
- Responsible for cash, check debit and charge transactions.
- Ran my own department

- Extensive job costing experience in construction field

SALES REPRESENTATIVE

- Sold merchandise in store or showrooms
- Compiled lists of prospective customers for sales leads,
- Greeted customer on sales floor
- Displayed and demonstrated merchandise, using samples or catalog, and emphasized saleable features
- Suggested selections that met customer's needs, emphasizing selling points of the article, such as quality and utility
- Quoted prices and credit terms and prepared sales contracts
- Estimated date of delivery to customer, based on knowledge of own firm's production and delivery schedule
- Received payments and obtained credit authorization
- Placed new merchandise on display
- Responsible for keeping accurate inventory of stock
- Kept records of sales
- Operated hand truck, forklift and tow motor
- Delivered merchandise to customers homes

ACCOUNTING & BANKING

Tax Accountant

- Assisted in preparation of federal and state tax returns, extensions, estimates
- Tax Research: various corporate tax issues - international, federal, state
- Various tax savings projects and reports

Tax Consultant/ Staff

- Prepared corporate tax returns, estimates, extensions, depreciation reports
- Researched corporate and individual tax issues and reported results
- Performed projections and gift tax returns

Sales Tax Auditor

- Field audits: examined financial records to determine sales tax compliance, reconcile receipts
- Laptop and mainframe computer usage
- Issue assessments

Senior Sales & Service Representative,

- Rose rapidly from part-time teller to Assistant Head Teller
- Booked travel and in-bank appointments
- Collected overdue accounts, including skip-tracing
- Arranged payment schedules
- Established new accounts and providing customer service
- Licensed Notary Public
- Assisted teller line during peak periods
- Responsible for accounts payable and receivable
- Ordered supplies, answered multi-line phone, sorted and stamped mail
- Experience with Lotus and Letter Perfect programs
- Updated computer programs

Accounting & Bookkeeping

- Performed full charge bookkeeping through financial statements:
 - payroll and payroll taxes - payables
 - cash receipts & disbursements - inventory control
 - receivables and billing - bank reconciliation
- Analyzed financial statements, produced reports, input data on a computerized accounting system
- Posted to general ledger and generated monthly reports
- Computed payroll and payroll deduction for 100 employees
- Completed monthly financial statements
- Assembled work papers for yearend audit
- Maintained separate accounting records for 10 multimillion dollar subsidiaries
- Initiated benefits package for health care and profit sharing

RETAIL MANAGER/ASSISTANT MANAGER

- Supervised up to ___ employees
- Handled large sums of money; recorded amounts received and prepared reports of transactions
- Read and recorded total amounts shown on cash register tape and verified against cash on hand
- Operated numeric keys of computer corresponding to gasoline pumps to reset meter on pump and to record amount of sale
- Inventoried and ordered stock
- Responsible for screening, hiring and dismissal of employees
- Coordinated the workflow in a equitable fashion
- Resolved customer complaints
- Maintained positive customer relations
- Performed routine maintenance duties such as painting, cleaning and sanitation
- Responsible for accounts payable, receivable and cash sheets
- Maintained all bookkeeping, both manual and data-base
- Made all bank deposits, processed invoicing
- Completed all payroll, tax deposits, and state and federal forms on deadline
- Prepared monthly reports
- Responsible for all sales correspondence
- Direct phone marketing to commercial establishments
- Trained new employees in equipment use and general office procedures
- Operated and maintained office equipment; copiers, computers, fax, modem
- Trained, scheduled, and supervised employees
- Responded around-the-clock to emergency situations caused by employee absence
- Maintained complete inventory of store

HEAVY EQUIPMENT OPERATOR

- Over eight years experience as a Heavy Equipment Operator
- CDL B and proven ability to safely drive heavy-duty trucks
- Operated industrial trucks, LHDs, tractors, Trojans cranes, bulldozers
- Set up and inspected equipment, made adjustments & repairs
- Nine years experience in Heavy Equipment operation
- Operated front-end loaders (Wagner, Case, Eimco): hauled raw product to conveyor
- Operated Road Grader: smoothed and graded roadways for transport vehicles and equipment
- Operated case backhoe with hammer
- Operated (gas / electric / propane) forklift
- Loaded and unloaded materials
- Drove dump trucks, bulldozers and Backhoe
- Ran and tended industrial trucks, loaders and tow motors
- Loaded, sorted and separated materials
- Performed general labor

HEAVY EQUIPMENT MECHANIC

- Rebuilt engines, transmissions and hydraulic systems
- Repaired fuel, turbo and vacuum systems
- Inspected and operated equipment to diagnose repairs
- Repaired and serviced loaders, bulldozers, backhoes and trucks
- Assessed malfunctioning equipment and diagnosed mechanical problems
- Dismantled engines
- Examined parts for damage or excessive wear
- Repaired, replaced, cleaned and lubricated parts as necessary.
- Reassembled and tested engines for operating efficiency.

- Repaired malfunctioning hydraulic components
- Completed a 30 months mechanic trainee program in 7 months
- Graduate, Charles G. May Occupational Center, Mt. Morris
- Certified Class B Heavy Equipment Operators License

AUTOMOTIVE TECHNICIAN/DETAILER

- Evaluated vehicles prior to delivery to the purchaser
- Completed mechanical and cosmetic work to all makes and models of vehicles
- Doubled the productivity of the service dept
- Provided diagnostic, preventative and required maintenance
- Scheduled appointments and provided customer service
- Detailed new and used vehicles prior to delivery
- Read, interpreted and translated schematics
- Successfully obtained a NY State Class B permit

ASSEMBLER/WELDER

- Fourteen years of experience in the welding fields
- Qualified in ASME code welding
- Experienced with: carbon, stainless, and Inco in both shielded metal arc and semi-automatic flux-core wire welding in horizontal and vertical-up positions
- Condenser fabrication, tube fabrication
- Performed complete assembly of all units
- Read and interpreted blueprints for layout
- Burned, ground, fitted, and straightened to hold tolerances
- Operated radio-controlled bridge crane
- Handled and positioned all types of materials and units
- Qualified and held positions in each of the following: Welding Processes Flux Cored Arc Welding, Gas Metal Arc Welding, Gas Tungsten Arc Welding Plasma Arc Cutting, Shielded Metal Arc Welding Submerged Arc Welding
- Performed completed Assembly of all units
- Set up and Operated controls on CNC welding machine to manipulate product assemblies
- Used precision instruments (calipers, scales, etc)to check product dimensions and make adjustments to ensure product conforms to specifications
- Experienced with reading and interpreting blueprints to assemble
- Operated a forklift to deliver skids of material
- Knowledgeable in rigging
- Ran welding equipment for stick, mig, tig, core wire applications
- Examined work pieces for defects
- Provided heat with torch for the purpose of fitting and straightening
- Responsible for chipping, grinding, and cleaning of product to meet quality standards
- Dismantled metal assemblies and cut scrap mental using thermal-cutting equipment
- Operated automatic orbital welding machine
- Trained and certified in Crane Operation and safety

TRUCK MECHANIC

- Inspected equipment and diagnosed malfunctions using test instruments
- Inspected, repaired and maintained automotive and mechanical equipment and machinery such as pumps and compressors
- Responsible for PM services – all truck and trailer repair
- Adjusted brakes, aligned wheels, changed oil, checks/replaced batteries, repaired tires and tubes, and lubricated equipment and machinery
- Observed and listened to operating equipment to ensure conformance to specifications to determine malfunctions
- Reconditioned and replaced parts, pistons, bearings, gears and valves

- Disassembled and overhauled engines, pumps generators, transmissions, clutches and rear ends.
- Operated a valve grinder to grind and reset valves
- Operated tractor trailers in and out of shop
- Responsible for some diesel engine and refrigeration repairs
- Performed maintenance on forklift and Trojan loader

MACHINIST

- Operated and tended a variety of shop machines
- Performed routine preventative maintenance
- Used of mills, lathes, presses and drills
- Replaced and made parts to repair equipment and machinery
- Set up and operated machine tools, such as lathes, milling machines, boring machines and grinders, to machine metallic and nonmetallic work pieces according to specifications
- Read blueprints or job order for product specifications; determined sequence of operations
- Positioned and secured work piece, moved controls to set feed, started and tended machines
- Observed operation of machine and verified conformance of machined work piece to specifications using measuring instruments
- Operated various types and sizes of injection molding machines, processing a variety of plastic materials
- Performed gate and flash trimming along with secondary work as required
- Packaged finished product in accordance with specifications
- Ground sprues, runners and defective parts as required
- Operated pipe fitting equipment and utilized knowledge of visual cosmetics and X-rays to spots defects
- Changed over lathes for milling purposes
- Detected improper operation of injection molding machines; took corrective action as needed
- Maintained clean work area
- Kept documentation of production and reject reports
- Trained other operators and assisted supervisors

CHILD CARE

(Babysitting)

- Maintained excellent relationship with parents and their children
- Arranged schedule of fee payments from parents
- Purchased supplies
- Planned and supervised educational and exercise activities, games, and crafts
- Skilled in resolving conflicts
- Assisted older children with projects
- Provided discipline within patient and caring atmosphere
- Fed and changed infants
- Provided warm, supportive environment to develop emotional & social growth
- Constantly monitored health and safety of children
- Prepared nutritious daily meals and enjoyable snacks
- Complete daily care for children from 6-weeks to 8-years old
- Experienced with sick children; knowledgeable in medication procedures
- Experienced with attention-deficit order and behavioral problems
- Demonstrated patience and understanding in all situations
- How many children have you babysat for?

JANITOR/CUSTODIAL

- Cleaned rooms and desks during summer for fall opening
- Swept and mopped floors
- Operated electric waxer/buffer
- Cleaned offices and washed windows, desks and tables
- Responsible for daily cleaning of 15 residents' rooms, including sweeping, mopping, dusting
- Skilled in operation of industrial vacuum, carpet shampooer,

- stripper, waxer, and swing buffer
- Replenished toiletry, laundry and other necessary supplies
- Operated industrial cleaning equipment such as buffer, shampooer, and vacuums
- Several years cleaning and custodial experience

OTR DRIVER/TRUCKER

- Hooked and unhooked trailers from the tractor itself, including cranking lever to raise and lower landing gear on semi-trailers
- Loaded and unloaded trailer
- Performed frequent lifting, moving, and carrying of freight
- Inspected truck for defects and safe operating condition before, during and after trips and submitted written report on condition of truck at end of each trip
- Installed and remove tire chains as required by weather conditions
- Drove truck to destination in accordance with Federal regulations, normally in periods of up to 10 hours of driving
- Experienced in maneuvering vehicle in difficult situations, such as heavy traffic, inclement weather or in tight areas
- Ensured that all shipping documentation (e.g., manifest, security seal sheet, bills of lading, shipping orders or freight bills, etc.) was available for inspection and that appropriate paperwork accompanies shipment when delivered
- Maintained records required for compliance with State and Federal regulations including drivers' logs, records of fuel purchases, mileage record
- Performed all duties in accordance with company policies and procedures, and comply with all regulations
- Reported all accidents involving driver or company equipment
- Reported highway safety hazards noted en route
- Promptly reported any delays due to breakdowns, weather or traffic conditions or other emergencies
- Operated of a commercial motor vehicle
- Transported freight from origin to destination

CARPET INSTALLER AND HELPER

- Moved furniture to and from work area
- Removed old carpet and padding
- Measured and cut carpet and padding to size
- Installed tack strips for securing and joining carpet
- Stretched carpet to ensure smooth surface
- Studied floor sketches to determine area to be carpeted and determine amount of materials needed
- Experience with installing carpet using adhesives
- Fastened metal treads across door openings
- Sewed sections of carpet together by hand when necessary

HOUSEHOLD MANAGER

- Planned and supervised education and exercise activities, games, and crafts
- Cared for a wide age-range of children from infant to teenager
- Organized and scheduled each day's activities
- Maintained high sanitary standards through out the facility
- Demonstrated patience and understanding in all situations
- Furnished safe play area and environment
- Skilled at time management and scheduling
- Knowledgeable of medication procedures
- Gifted story teller of original tales
- Created patient and loving atmosphere
- Managed financial matters, purchased supplies
- Monitored and maintained general hygiene of individual children
- Exceptional communication and interpersonal skills; relate warmly with people, generating trust and rapport.
- Skilled in resolving conflicts

- Scheduled routine and rush assignments
- Prepared wide range of nutritious daily meals
- Cleaned and sanitized on regular basis
- Provided 24 hour supervision, crisis management, nutritional planning, recreational planning and administration

CONSTRUCTION

- Operated brick cutting machine, drill gun, jackhammer and related equipment
- Positioned, inspected and repaired scaffolding
- Performed safety checks of equipment to insure workers safety
- Inspected placement and cut of bricks to guarantee quality
- Assisted Superintendent in construction of new golf course.
- Actively involved in design, layout and landscaping
- Accurately read and interpreted blueprints and manuals
- Built wood frame structures
- Installed irrigation and drainage systems
- Hauled dirt, topsoil and other building materials
- Maintained and made minor repairs on construction equipment
- Skilled in epoxy, urethane, and other finishes
- Experienced in spray, roll, and brush application
- Monitored quality throughout all phases of paint application
- Constructed containment areas
- Construction Sub-contractor, Self-Employed
- Specialized in residential remodeling including kitchen cabinetry
- Accomplished in all aspects of drywall hanging, taping, finishing, painting, texturizing
- Highly skilled in wiring and plumbing
- Outside work including full-service roofing, siding, gutter work
- Built garages, decks, additions, and complete homes
- Supervised a work crew
- Installed roofing, gutters, soffits, and ventilation systems
- Applied slate and woodshake roofing
- Constructed walls and framing
- Inspected worksite during and upon completion of contract
- Estimated labor and materials required for project
- Experienced with hand tools and state-of-the-art power tools
- Tested new tools and work procedures to maximize efficiency
- Worked with rubberized roof products and light pre-fabricated home accessories
- Foundation replacement, jacking and leveling of farm house
- Constructed foundation forms
- Operated a forklift to deliver planks and skids of material
- Maintained a hazard-free work area
- Dug and raked asphalt and stone
- Performed as laborer for most areas of construction, footings, rough framing, roof framing, exterior and interior finishing.
- Operated woodworking and power tools in a safe manner
- Ordered and purchased materials
- Versatile in many areas of the construction field.
- Experienced with all aspects of residential construction
- Highly knowledgeable in the mixing, use, transport, and disposal of industrial chemicals

SHIPPING & RECEIVING CLERK

- Verified and kept records on incoming and outgoing shipments.
- Counted and examined incoming items to verify against bills of lading and invoices, and recorded into a receiving log
- Maintained inventory of shipping materials and supplies
- Prepared manufactured products for shipping
- Counted, weighed and measured items to be shipped
- Assembled cardboard boxes and selected proper containers
- Inserted wrapped products in containers, using spacers, fillers, and protective padding
- Made out shipping labels, affixed labels on packed cartons,

- identifying shipping information
- Utilized knowledge of shipping procedures, routes, and rates according to customer's requests
- Routed items to proper departments
- Trained replacement for same position
- Determined method of shipping and choice of carrier
- Tracked budget to achieve \$30,000 quota
- Experienced with UPS, RPS, FedEx
- Operated electric forklift, loaded trucks to driver's specifications

SECRETARIAL

- Experienced with Windows '98, Excel, Word and Internet
- Performed billing, sales inventory and inventory control of incoming and outgoing vehicles
- Worked with outside companies including post office, motor vehicles and bank
- Recorded daily entries into parts, service, warranty, and internal journals
- Performed other basic office duties; typing, phone, reports, procedures, dictation, laminating, multi-line phone, fax, photocopying and filing
- Maintained personnel records
- Ordered office supplies
- Maintained calendar
- Performed all aspects of processing of invoices for payment, including check runs and checkbook entries
- Efficient operation of 7 line phone system
- In charge of reports dealing with sales and quotes directed to the President
- Oversaw some Accounts Receivable and Accounts Payable responsibilities
- In charge of all literature for the company
- Maintained over 2000 client folders
- Scheduled appointments for 5 doctors
- Coordinated delivery of materials between supplier, customer and office
- Trained employees in equipment use and office procedures
- Responsible for large bank transactions: deposits, transfers and withdrawals
- Supervised an office staff of 5
- Researched and selected new office equipment and furniture
- Consistently demonstrated outstanding public relations skills
- Maintained accurate records including confidence of privacy of patient information, third party insurance and schedule of diagnostic procedures
- Greeted and interviewed incoming patients or representatives
- Received excellent evaluations from supervisors in all aspects of business conduct

SECRETARY / MEDICAL ASSISTANT

- Consistently demonstrated outstanding public relations skills; particularly in the area of alleviating fear
- Assumed sole responsibility for all aspects of office management during late afternoon/evening hours of service
- Maintained accurate patient records including: confidence and privacy of patient information, third-party insurance coverage, and schedule of diagnostic tests/procedures
- Greeted and interviewed incoming patients or representatives
- Entered patient information into computer accurately
- Received and processed payments on accounts
- Ordered supplies
- Answered telephones and scheduled appointments
- Received excellent evaluations for supervisors/physicians in all aspects of office business conduct

PHLEBOTOMIST

- Drew blood from adult and pediatric patients by vein puncture or

- finger stick
- Performed heel sticks, time tests and prepared specimens for testing
- Assembled equipment according to requirements for specific tests or procedures
- Verified and recorded identity of patient
- Talked to patients about procedures to alleviate fears
- Marked and labeled tubes and stored them for pick-up
- Performed EKG's
- Took and recorded vital signs

ACTIVITY AIDE

- Assisted with all aspects of elder-care: walking, bathing, feeding, toileting
- Took and recorded temperature, blood pressures, pulse and respiratory rates, and food and fluid intake and output
- Entertained patients by reading, playing cards or other games
- Wrote reports documenting daily progress of residents
- Developed skills of encouragement, understanding, self-control, and patient independence
- Provided transportation and performed light house work

DENTAL ASSISTANT

- Fabricated dentures, retainers, or metal bands
- Rebuilt and replaced linings, wire sections, and missing teeth to repair dentures
- Cast plastic, plaster, and metal framework
- Read prescription, specifications and examines models and impressions to determine design of dental products to be constructed
- Melted metals and mixed plaster, porcelain, or acrylic paste, and poured material into molds or over framework to form dental apparatus or prosthesis
- Shaped and soldered wire and metal frames or bands for dental products, using soldering iron and hand tools
- Applied investments or mixtures, such as porcelain paste or wax, over prosthesis framework or setup
- Removed excess mixture and investment and polishes surface of prosthesis or framework, using polishing machine
- Filled chipped or low spots in surface with acrylic resin
- Assembled, carved, ground, and polished metal and plastic appliances, using pliers, spatula, grinders, and polishes
- Tested appliance for conformance to specifications and accuracy of occlusion, using articulator and micrometer

NURSING ASSISTANT/HOME HEALTH AIDE

- Actively participated in treatment team by performing duties as prescribed in a 'Plan of Care' generated by a physician
- Responsible for activities of daily living, physical activities, comfort care, and maintenance of maximum emotional and physical awareness
- Monitored and recorded vital signs and intake/output
- Maintained daily records of services performed and apparent condition of patient; reported observations and changes in condition to Nurse Supervisor
- Administered pre-poured, prescribed oral medications under written direction of a physician
- Assisted elderly and handicapped patients with bathing, feeding and ambulation during recovery of illness and/or injury
- Ran errands and household shopping
- Cared for elderly woman in her home
- Prepared food, served meals and aided in eating
- Attended to residents' daily living needs; aided in eating, and bathing, and ambulation and toileting
- Cleaned and sanitized house
- Responsible for activities of daily living, physical activities, and comfort care

- Moved patient from wheel chair to bed, bath, and couch
- Cared for 12 people in a nursing facility
- Responsible for taking blood pressure, moving patients, and making bed
- Assisted nurses in all aspects of elder-care, including: walking, bathing, feeding, toileting, medicating, lifting, and monitoring
- Measured and emptied catheter bag
- Operated hoist lifts and oxygen tanks
- Performed range of motion, comfort care, and other activities with residents
- Maintained daily records of patients health condition

LICENSED PRACTICAL NURSE

- Highly experienced with psychiatric patients and psychotropic medication
- Observed and assessed daily health of up to 50 residents
- Administered daily medication on rotating schedule
- Charted and reported daily activities of residents
- Assessed and ordered floor supplies
- Ordered, and was in charge of medication and re-stock
- Experienced with diabetic care, assessment and medication regimes
- Responsible for narcotic medication and reorder
- Assisted with training of new staff

HOSPITAL ATTENDANT

- Provided generalized care to all patients and distributed medications in a timely manner
- Assisted patients with bathing, feeding, and ambulation
- Performed stimulation therapies and range of motion activities
- Entertained patients by reading, playing cards or other games
- Maintained daily records of services performed and of apparent condition of the patient
- Assisted nursing staff in the care of 40 geriatric patients, responsible for total care of 10 patients per shift
- Responsible for activities of daily living, physical activities, comfort care, and maintenance of maximum emotional and physical awareness
- Enjoyed close relationship with variety of patients
- Developed skills of encouragement, understanding, self-control, and patient independence
- Supervised medication in-take
- Created stimulating activities to clients
- Organized and scheduled each days activities
- Maintained high sanitary standards through the facility
- Demonstrated patience and understanding in all situations
- Planned as member of staff team, a full range of activities to assist patients in advancing their social and motor development

SECURITY GUARD

- Guarded the facilities against fire, theft, vandalism and illegal entry
- Periodically patrolled buildings and grounds, examining doors, windows and gates to determine if they were secure
- Warned violators of rule infractions
- Inspected equipment and machinery to ascertain if tampering had occurred
- Created entry badges, monitored admittance to facilities
- Inspected incoming vehicles and packages at gates, inspected trucks and vehicles at receiving docks
- Greeted and provided information, directions and assistance to incoming visitors
- Reception duties and answering multiple phones
- Screening and giving access to visitors parking lot through computer software
- Responded to emergencies - worked with Rochester Fire

- Department and Rochester Police Department
- Trained in first aid, CPR and AED
- Created Significant Incident Reports in an on-line database

COSMETOLOGY & HAIRSTYLING

- Provided beauty consultation advice on hairstyles and cosmetics
- Analyzed hair types to determine condition, health and type of hair
- Applied bleach, dye, tint, rinse, and frosting to achieve best color results
- Suggested appropriate cosmetics according to skin type and result desired
- Cut, trimmed, tapered, layered hair into requested style
- Shampooed and conditioned hair and scalp
- Set hair with permanents into waves and curls using rollers, pins, and other devices
- Manicured and styled nails, applied polish and nail enhancers
- Careful of customer skin allergies
- Performed all services without damage to customers' skin or hair

COLLECTIONS REPRESENTATIVE

- Contacted debtors by telephone and negotiate qualifying payment terms to resolve the debtor's account
- Explained options and new programs designed to help payoff loans that are in default
- Maintained a file of 250-750 accounts for debt recovery
- Use of CRS computer program for collectors
- Profiled debtors and obtain financial information
- Made 125+ calls per day to collect information
- Performed 'skip-tracing' to obtain current information
- Monitored negotiations in progress to resolve the account in a timely manner
- Followed up on late and bounced payments to recover the funds as quickly as possible
- Prepared and submitted "refusal to pay" accounts for administrative wage garnishments
- Conducted background checks
- Worked with mortgage companies
- Achieved recognition of top collector three times
- Set and achieved monthly monetary collection goals
- Knowledge of FDCPA

GENERAL SKILLS

- Able to work cooperatively with a wide range of personalities
- Can be counted onto get the job done, with or without supervision
- Effective working alone and as a cooperative team player
- Resourceful and committed, can be counted onto get the job done
- Remain calm and work well under demanding conditions
- Keen insight and strong interpersonal and communication skills
- Self-motivated: able to learn anything on my own initiative
- Take pride in doing a good job and achieving results
- Fine-tuned troubleshooting abilities
- Effective team member
- Effective in the creating and maintaining positive customer relations

- Proven record of dependability with increasing responsibility
- History of dependability, hard work, and helping co-workers.
- Always early and willing to stay late