

ALBERTA WORK SEARCH ONLINE



The following example shows how one job seeker, Steven Cordeiro, tailors his resumé for a position he's interested in. Steven, a recent university graduate, is currently employed at a financial institution. He'd like to find a customer service position that will allow him to develop his interpersonal skills and advance to a management level.

Steven found the following position posted on the website of a specialty sports clothing company. Specific job requirements are in bold print.

Steven explores Great Gear's website and learns that the company takes pride in the quick problem-solving abilities of its sales staff and supports and values volunteer activities. He tailors his resume to reflect the requirements outlined in the job posting and what he learned about the company's values from his additional research on the website.

Read carefully through Steven's resumé. How does he demonstrate that he meets the requirements for this position and that he shares the company's values?



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Profile

- Energetic, customer service oriented professional.
- Team player with extensive sales experience and demonstrated ability to respond to customer needs.
- Strong communication and time management skills.
- Proven computer skills including Excel, Word and Electronic Data Interchange order entry.

Education

Bachelor of Arts, Economics, ABC University 2005

- Significant electives in Marketing

Training and Development

- Proprietary account management software training, ABC Bank.
- Electronic Data Interchange Inventory Management (EDI) in-service, Independent Clothing Stores

Employment Experience

Customer Service Representative July 2005-present
ABC Bank

- Provided friendly and responsive service to a high volume of corporate and private clients.
- Offered strategic solutions to account management challenges using company's proprietary software, reducing standard account service time by 20 per cent and increasing customer satisfaction by 15 per cent.
- Processed large commercial accounts, balanced daily transactions, updated computer files.

Customer Service May 2004-June 2005
Part-time position
Independent Clothing Stores

- Developed strong customer relationships and built a solid customer base.
- Awarded part-time employee of the month twice for excellence in customer service.
- Trained five new staff on Electronic Data Interchange order entry and other policies and procedures.
- Maintained inventory (EDI) and organized stock.
- Created window and floor displays and performed sales transactions.

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Customer Service September 2002-April 2004

Part-time position (during school term)

Cycle and Sports

- Sold sport clothing, bicycles and other sporting goods as part of a sales team.
- Responded to customer service needs, operated cash system, balanced cash.
- Serviced products, opened and closed shop.

Operator 1 Summer 2002, 2003 & 2004

Summer position

Big City Parks and recreation department

- Operated and maintained heavy-duty equipment, repaired and maintained turf.
- Cooperated and worked effectively with other operators.

Server December 2001-May 2002

Trendy Restaurant

- Provided excellent service to more than 30 customers per hour.
- Promoted products and increased revenue by successful up-selling.
- Performed efficiently as part of dynamic team in a fast-paced environment.

Labourer Summer of 2000 & 2001

Oakview Golf Course

- Maintained golf course, including turf repair, irrigation repair and grass cutting, covering course at least twice a day to spot any maintenance issues.
- Worked independently, scheduled priorities and managed time effectively.
- Responded quickly to problems reported by customers and staff.

Community Involvement and Interests

- Volunteer as minor lacrosse coach and vice president of cycling club.
- Play team sports such as squash, hockey and lacrosse.