

SAMPLE DOCUMENTS

Sample Chronological Résumé

WILMA FLINTSTONE

Thornhill, ON L3T 2C6 905-555-6888 wilmaflintstone@gmail.com

Accounting Clerk

Detail oriented accounting professional with extensive experience in AP/AR.

HIGHLIGHTS OF QUALIFICATIONS

- Extensive accounting and administrative experience in fast paced environments
- Computer literate; in Microsoft Word, Excel, Access, QuickBooks
- Accurate with a keen attention to detail; keyboarding speed: 60 wpm
- Highly adaptable; data entry, order taking, reception and strong sales skills
- Effective interpersonal skills with a diverse population of customers and colleagues
- Excellent communication skills; bilingual, fluent in English and French
- Customer service focused, results and process-oriented, dedicated work ethic
- Outgoing, reliable, motivated, positive with an upbeat, professional personality

WORK HISTORY

Accounting Clerk Dinosaur Diner March 2015 – Jan 2022

- Processed Accounts Payable/Accounts Receivable (AR/AP) transactions accurately and in a timely manner by carefully matching invoices to receipts and checking all pricing in accordance with company policy
- Accurately prepared and entered 500 vendor invoices and 400 operating expense cheques monthly into QuickBooks, meeting deadlines consistently
- Prepared billings, accruals and statements of account as needed using QuickBooks ensuring fast turnaround times and maximizing productivity
- Minimized month end workflow by identifying and correcting discrepancies between invoices, reports and purchase orders on a weekly basis
- Applied working knowledge of software packages including Word and Excel

Administrative Assistant Rockyroad Ltd. June 2012 – February 2015

- Assisted 3 branch managers with administrative duties which included screening, prioritizing and forwarding internal requests from 8 departments
- Increased department efficiency through implementation of new filing system to accommodate over 15,000 files; maintained filing in an ongoing and proficient manner
- Prioritized a diverse workload of office procedures with time sensitivity to achieve deadlines; applied strong computer software knowledge to expedite process

Customer Service Representative Pebbles Photography April 2008 – May 2012

- Interacted with a diverse population, applied extensive product knowledge and provided advice in selection of products, which increased sales by over 40% in a 3 month period
- Resolved customer complaints in a time sensitive manner resulting in a mutually agreeable resolution and an increase in the number of repeat customers by 20%
- Greeted over 100 customers daily; set up, delivered trade show presentations for new products

EDUCATION AND TRAINING

Microsoft Office Applications Academy of Learning 2018
Accounting Diploma Bedrock School of Business 2015

VOLUNTEER WORK

Event Coordinator Weekend to End Breast Cancer 2018

WILMA FLINTSTONE

Thornhill, ON L3T 2C6 905-555-6888 wilmaflintstone@gmail.com

Customer Service Specialist

PROFILE

- Over 3 years proven experience in customer service; dedicated to client satisfaction
- Effective interpersonal skills with a diverse population of customers and colleagues
- Excellent communication skills; bilingual, fluent in English and French
- Highly adaptable; strong sales, data entry, order taking, and reception skills
- Customer service focused, results and process-oriented, dedicated work ethic
- Outgoing, reliable, motivated, positive with an upbeat professional, personality
- Computer literate; proficient in MS Word, Excel, Access, Simply Accounting
- Accurate with a keen attention to detail; keyboarding speed: 60 wpm

SKILLS AND EXPERIENCE

Customer Service and Sales Skills

- Interacted with a diverse population, applied extensive product knowledge and provided advice in selection of products, which increased sales by over 40% in a 3-month period
- Implemented effective interactive listening to determine and address client’s needs
- Resolved customer complaints in a time sensitive manner resulting in a mutually agreeable resolution and an increase in the number of repeat customers by 20%
- Coordinated customer service events to launch new product lines through special promotions, trade shows, and marketing brochures which enhanced repeat business
- Greeted over 100 customers daily, set up, delivered trade shows for new business

Administrative / Accounting Skills

- Accurately and expeditiously redirected a 12-line switchboard & screened calls appropriately
- Assisted 3 branch managers with administrative duties which included screening, prioritizing and forwarding internal requests from 8 departments
- Increased efficiency through implementing new filing system to accommodate over 15,000 files
- Prioritized a diverse workload of office procedures in a time sensitive manner to achieve deadlines; applied strong computer software knowledge to expedite process
- Applied working knowledge of software packages including Word and Excel
- Accurately prepared financial statements monthly with acute precision and timeliness
- Implemented knowledge of manual bookkeeping in order to post journal entries effectively
- Performed debit, credit, and total accounts process on computer spreadsheets, databases

WORK HISTORY

Accounting Clerk	Dinosaur Diner	2011 - 2022
Administrative Assistant	Rockyroad Ltd.	2007 - 2011
Customer Service Representative	Pebbles Photography	2005 - 2007

EDUCATION AND TRAINING

Microsoft Office Applications	Academy of Learning	2012
Diploma in Accounting	Bedrock School of Business	2010

VOLUNTEER WORK

Customer Service	Weekend to End Breast Cancer	2015
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Sample Combination Résumé

ANTHONY ROBBINS

Thornhill, ON L3Y 7T9

anthonyr@gmail.com

905-555-1222

Conference Presenter

Outstanding teacher and presenter, specializing in academic and business conferences

HIGHLIGHTS OF QUALIFICATIONS

- Special talent for drawing people out and clarifying their problems and needs
- Extensive experience in counselling, instructing and program development
- Highly creative and intuitive problem solver; results and process oriented
- Career Counselling and Development Honours Diploma
- Certified in Adult Education/Corporate Training
- Proficient in Microsoft Word, Excel, PowerPoint

PROFESSIONAL EXPERIENCE

Consultant

XYZ Company

June 2015 - May 2023

Instructing/Facilitating Skills

- Prepared and presented 10 lectures for the Creativity in Business course for MBA programs at Toronto School of Business and Western University
- Increased student enrolment by 30% by introducing a comprehensive marketing program
- Successfully developed and implemented over 12 courses for Adult Education
- Provided classes including: Effective Listening; Managing Anger / Making Good Decisions
- Created and led ongoing "Getting Clear" sessions for 5 corporate managers, resulting in improvement of client's interpersonal relationship skills, and a decrease in staff turnover

Counselling Skills

- Conducted career assessments and developed action plans for clients, resulting in 65% of clients employed within 120 days
- Counsellor and motivated individuals resulting in their understanding of personal needs, problems, alternatives and goals; fostered awareness of situations
- Utilized a combination of practical problem-solving skills, adapted counselling skills to best suit the needs of the client on an individual and group basis

Training and Business Coordinator

Get Fit Exercise Studio

April 2010 - December 2014

Training/Program Development

- Effectively trained and supervised 8 aerobics instructors, serving more than 300 clients
- Developed training program and manuals that increased staff productivity by 15%
- Designed and presented workshops on stress management resulting in an increase in enrolment of related workshops ultimately increasing company revenue
- Delivered annual training to 5 managers on current hiring guidelines; instructed managers in conducting interviews, performance evaluations, disciplinary actions and exit interviews

Business Management

- Founded studio; developed business plan, policies and procedures; secured financing; managed staff; and controlled operations budgets with proven financial results
- Grew account base from 200 clients to over 4000 within 1 year period by successfully implementing visit call back and referral request programs

EDUCATION

Adult Education Certificate/Corporate Training

Seneca College

2015

Career Counseling & Development

York University

2014

Bachelor's Degree in Arts

University of Toronto

2010

Sample Recent Graduate Résumé

JANE SMITH

416.555.6666 ▪ sampleemail@gmail.com

Personal Support Worker

Energetic, enthusiastic and committed to exceptional solid work ethics

PROFILE

- Personal Support Worker Diploma from the Academy of Learning (Honours Designation)
- Excellent interpersonal and communication skills with a diverse population
- Highly organized with the ability to prioritize and multi-task to achieve deadlines
- An effective problem solver; analytical and resourceful to offer creative resolutions
- Self-confident to take the initiative, work independently and contribute to a team
- Accurate with a keen attention to detail while ensuring completion of overall objective
- Results and process oriented; able to achieve daily goals through time management
- Valid class G driving license; adaptable and flexible to work evening and weekends

TECHNICAL KNOWLEDGE

- First aid and CPR Certified
- Individuality of the person
- Role of the worker
- Personal hygiene
- Managing ongoing conditions
- Providing optimal support/care planning
- Assisting the family
- Household management, meal preparation
- Cognitive impairment & mental health issues

WORK HISTORY

Personal Support Worker (Placement) York Central Hospital April 2020 – January 2023

- Performed health care related tasks under the direction of registered nurses and doctors
- Supported clients with a variety of health challenges including Alzheimer's and Parkinson's
- Assisted clients with their physical needs including: bathing, dressing, feeding, toileting and/or changing while maintaining their personal dignity
- Served meals & fed patients, ensuring special dietary restrictions, allergy needs were met
- Monitored patients' intake of food to ensure nutritional needs were achieved
- Encouraged patients to participate in various recreational activities to boost morale and create a sense of community for them
- Adapted to clients' methods of communication effectively to assess their needs
- Maintained health and safety standards with great meticulousness through infection control (gowning, masking, gloving), disinfection of commodes, bed pans, urinals, bath tubs, and adjustable beds

Cashier / Customer Service ABC Coffee Shop May 2009 – December 2019

- Consistently provided exceptional customer service in a fast and friendly manner
- Operated cash register, received & dispensed correct change, maintained accurate records
- Properly balanced out cash register with exceptional accuracy and attention to detail
- Ensured client's needs were determined and addressed through effective communication
- Maintained exceptional standards of food handling procedures and workplace safety

EDUCATION

Personal Support Worker Diploma Academy of Learning 2019

Wilma Flintstone

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COMMUNICATIONS SPECIALIST

Dynamic, accomplished, goal-oriented, intuitive, communications lead, engaging speaker, robust writer, skilled storyteller with expertise in media and public relations

KEY STRENGTHS

- Exceptional communications
- Scheduling
- Public and media relations
- Internal and external communications
- Reputation and issues management
- Social media
- Critical thinking
- Strategic planning
- Media training
- Decision making

PROFESSIONAL EXPERIENCE

Manager ABC Company January 2015 - February 2023

- Prioritized and managed own workflow to ensure quality and efficiency while adjusting to changing work priorities
- Scheduled and organized meetings, including preparation and co-ordination to prevent conflicts and accommodate various events
- Enthusiastically encouraged a caring, positive work environment by focusing on team-building opportunities, motivating others to a higher standard
- Actively participated in relevant workshops, issues management training, codes of conduct courses, social responsibility programs to help protect and improve reputation of the business

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EDUCATION AND PROFESSIONAL DEVELOPMENT

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