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|  |  Resume Template & Examples You Can Edit |

**NAME** *(include professional credentials in small font, i.e. B.A., PHR, PE)*personal cell phone • personal email • City, State, Zip • *(optional)* LinkedIn URL

**TITLE OF JOB OBJECTIVE**

**PROFILE or SUMMARY OF QUALIFICATIONS**

*(Summarize the top 3-5 key qualifications that you have for the specific job objective listed above such as:)*

* Years of related experience in the job or field, education or certifications possessed.
* One or more bullets summarizing the qualities, skills, knowledge, and experiences you possess that are related to the specific job to which you are applying *(use key words from the job description).*
* Any unique benefits you can offer the organization or their customers.
* Optional: A positive testimonial of what a manager, peer or customer has said about you, your work style or results.

**SKILLS**

*(This is an optional section where you list 1–3-word phrases for each skill you have related to the job, such as:)*

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| *Specific Job Functional Areas**(i.e., Purchasing, Inventory Management, Meeting Facilitation, Blueprint Reading)* | *Technology**(i.e., Oracle, PeopleSoft, Visio, ArcGIS, EPIC, Twitter, Crystal Reports)* | *Tools and Equipment**(i.e., Pallet jacks, Digital Volt Meters, Power Washers, Lawnmowers)* |

**EXPERIENCE** *or* **RELATED EXPERIENCE**

*(Paid and/or unpaid with the most current first. Go backwards 10 years or as far as needed to show related experience. Your application form should list every job held in past 10 years; however, in your resume you can list and describe only Related Experience. If you choose to list Related Experience, you can add a section at the bottom titled Other Experience or Employment History.)*

Job TitleMonth/Year – Month/Year

*Organization, City, State*

Brief overview of what you did. Mention those duties, functions, and skills most relevant to the job objective. Quantify wherever you can *(i.e. processed up to 30 claims/day; laid over 500 feet of pipe; managed $100K budget, supervised 10 unionized staff; maintained fleet of 20 diesel vehicles).*

***Key Accomplishment/s*** *(and/or)* ***Skills/Competencies Gained***:

* Bullet out each accomplishment (use Problem-Action-Result format).
* Summarize the key transferable skills gained which are related to the job to which you are applying.

**EDUCATION** *and/or* **CERTIFICATIONS** *and/or* **TRAINING** *(relevant to the job objective)*

* **Degree, Major**, School, City, State, *(add date graduated if within past 10 years, otherwise ok to leave off)*

*(Recent graduates can include relevant classes and school projects to show related experience and knowledge.)*

* **Certified “Title”**, name of certifying organization, date certified
* Related training, name of training organization, City, State *(Can include related King County e-Learning courses)*

**RESUMES YOU CAN EDIT ARE ON THE FOLLOWING PAGES. IDEALLY, RESUMES SHOULD BE 1-2 PAGES.**

|  |  |
| --- | --- |
| **Sarah Jones, BA** | Seattle, WA 98012 | 206-555-5557Sarah.jones@gmail.com |

**ADMINISTRATIVE - CUSTOMER SERVICE**

Highly organized self-starter ♦ Effective multi-tasker ♦ Public Sector ♦ Results-driven

|  |  |  |
| --- | --- | --- |
| * Office & Meeting Coordination
* Cash Handling ($500K/day)
* Electronic Fund Transfers
* A/R & A/P using Oracle
* Accounts Reconciliation
* Proofread & Track all Section’s Documents
 | * High Volume Customer Service and Call Centers
* De-Escalating Volatile Customer Situations
* Multi-Cultural Awareness
* Maintaining Confidentiality
* PeopleSoft Payroll
* Identifying Efficiencies
 | * Database Management
* Physical & Electronic Records Management & Archiving
* Policy Administration
* Public Disclosure
* Visio, Adobe, SharePoint
* MS Office 365
 |

*“Sarah is continuously looking for ways to streamline services and has greatly improved office efficiency. She is highly respected by staff and possesses outstanding customer service skill; in fact, she has turned-around several potentially volatile situations. I can’t recommend her enough!” -- Supervisor*

**EXPERIENCE**

*King County Department of Transportation, Transit Division*

**Administrative Specialist III** 2010 - present

**Administrative Specialist II** 2005 – 2010

Organize and optimize delivery of a wide variety of administrative and customer support services for a 40 person office and the 100+ walk in customers served daily. Prioritize work of 4 clerical staff to ensure all services are provided timely, accurately and with the highest level of customer service. Support Call Center which receives over 500 calls each day.

**ACCOMPLISHMENTS:**

* Compiled and centralized a list of key information, resources, and email templates for use by Call Center staff resulting in a 30% reduction in average hold times for callers.
* Acknowledged by supervisor for ensuring a high level of accuracy, clarity, and conformance with King County style guidelines for all documents generated by section.
* Accurately enter, track data and run reports in three complex databases (each database has up to 20,000 records).
* Accurately balance three cash registers daily totaling up to $500K/day.
* Collaborated with other departments to centralize customer database for easy sharing and retrieval of information.
* Introduced a user-friendly electronic filing system which reduced file retrieval time 30% and improved response time to Public Disclosure requests.
* Earned Customer Service Award in 2012, 2014 and 2019.
* Acknowledged by staff as the “go to” person on how to perform a variety of functions in MS Office.

*King County’s Administrative Professionals Development and Recognition Program*

**Leadership Team Member** 2020 – present

* Participate in event planning to include annual recognition program.
* Co-facilitate monthly virtual events which draw up to 100 participants each month.

# EDUCATION, CERTIFICATIONS and TRAINING

|  |  |
| --- | --- |
| *Bellevue College – Bellevue, WA** **MS Office 2016 Certification**, 2017
* **BA, Business Administration**, 2012
 | *King County classes include:** Equity, Racial, and Social Justice Fundamentals
* Building Gender Inclusive Spaces
 |

***Jennifer Jones, BA*** 206-777-0000

Seattle, WA 98104 jen.jones26@gmail.com

|  |
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| Community Corrections Caseworker |

Seasoned teacherwith 10+ years of experience administering a variety of assessments to identify client needs to include need for wrap-around services to address issues as housing insecurity, addiction, and mental health issues, to support clients and their families. Experience using Evidence Based Practices and working in the criminal justice field.

RELATED EXPERIENCE

**Administrative Specialist II** January 2020 – Present

*King County Adult & Juvenile Detention, Seattle, WA*

Provide direct administrative support to 10 caseworkers. Communicate with participants to encourage program compliance. Document client interactions and records management in ComCor. Monitor client activity and report to caseworkers. Explain procedures to clients, provide them with program information and alert them to potential violations.

**Knowledge/Skills Gained**:

* Job shadow and receive mentoring from caseworkers on administering and interpreting the Risk Needs Assessment (RNA) for the last 18 months. After clients leave, discuss possible participant supports and strategies with caseworker.
* Shadow caseworkers during conversations with clients about treatments for addictions issues.

**Teacher**

*North Creek High School, Northshore School District, WA* 2017 - 2018

*Surprise Lake Middle School, Fife Public Schools, WA* 2016 - 2017

*Tyee High School, Highline Public Schools, WA* 2015 - 2016

*Uvalde High School, Uvalde Consolidated Independent School District, TX* 2014 - 2015

**Knowledge/Skills Gained**:

* Support clients who had many layers of life stress and trauma that could manifest in volatile behaviors, including addiction. Regularly identified client needs regarding their mental health, cognitive and behavioral patterns, and interpersonal skills. Collaborated with stakeholders such as social workers, families of clients, and the clients themselves to increase success.
* Administer and interpret a variety of assessments and work with stakeholders to design client plans and set goals.
* Lead group discussions using motivational techniques to elevate interpersonal skills relating to stress management, conflict resolution, breaking down large tasks into smaller pieces, self-advocacy, and a host of other social skills.
* Use Evidence Based Practices (EBP) to decrease drop-out rates and behaviors leading to fights and suspensions.

EDUCATION AND TRAINING

**Bachelor of Arts, English and Teaching Credential, Secondary English**, California State University, Fullerton, CA

**CLAD Credential** **(Strategies to support clients with limited English ability),** Los Angeles County Office of Education

**Socratic Method (Motivational Interviewing Principles)**, Washington Office of the Superintendent of Public Instruction, 2015 - 2018

**Trauma-Informed Engagement**, Washington Office of the Superintendent of Public Instruction, 2015 - 2018

• 10 hours of training each year on responding to the effects of trauma on behavior and communication

• Learn processes of Motivational Interviewing, confronting client behavior, communicating successfully with clients

**Culturally Responsive Instruction,** Los Angeles County Office of Education

• 3-10 hours of training each year on creating an inclusive environment, implementing awareness of biases

• Learn processes of Motivational Interviewing to build relationships: engage, focus, evoke, plan

***Jane Simpson, BA*** *206.777.7777*

*Seattle, WA 98133* Jane.Simpson@yahoo.com

|  |
| --- |
| Fiscal Specialist |

Seasoned bookkeeper with 5+ years of daily reconciliation that ensure cash balance and daily deposit for up to $34,000. Resolved complex account payable and receivable issues, and trained bookkeepers on financial systems. Leader with demonstrated ability to train, oversee the work and schedule of up to 94 employees in a fast-paced and high-volume customer service environment. Positive change agent that utilizes Equity and Social Justice & Continuous Improvement (Lean) tools to help customers and employees thrive.

|  |  |  |
| --- | --- | --- |
| * Cash Handling ($34K/day)
 | * Accounting Procedures
 | * High Volume Customer Service
 |
| * Oracle Training
 | * Payroll (94 employees)
 | * Equity and Social Justice Training
 |
| * Accounts Reconciliation
* Accounts Payables
 | * Standard Work
* Database Management
 | * 10-key Machine by touch
* Continuous Improvement (Lean)
 |
| * Accounts Receivables
 | * Leadership/Trainer
 | * SharePoint
 |
| * Office 365
 | * Numerical Analysis
 | * Bi-Lingual (Spanish & English)
 |

*King County Records and Licensing Services, Seattle, WA* March 2019 - Present

**Customer Service Specialist III**

Provide direct customer service. Process For-Hire applications and issue For-Hire Licenses. Train new team members.

***Achievements:***

* Worked with DES consultant to create a monitoring dashboard in Power BI to display Tier 1 and 2 metrics. Verified the data and researched discrepancies to ensure the integrity of the source data.
* Independently conducted an audit discovering several process defects and worked with team to error proof process.
* Actively applied ESJ principles in my work resulting in increased connection with our diverse For-Hire driver customers.

*Fred Meyers, Seattle, WA*  August 2012 – March 2019

**Bookkeeper/ Personnel Coordinator & Front-End Manager**

Completed daily reconciliation, accounting and cash balancing functions using automated financial systems. Managed front end of the store that provided direct customer service. Hired, trained and performed payroll and scheduling for up to 94 employees. Handled all personnel actions to include discipline and termination.

***Achievements:***

* Created standard work and training materials for the cash office and customer service front counter.
* Created and maintained a Lean 5S cash office by using visual cues and standard work.
* Followed all rules and regulations for the cash office procedures which resulted in the store achieved a 100% accuracy on every company internal and external (IRS) audits.
* Responsible for and consistently ranked number one in the Seattle division for accurate cash control.
* Personally received 10 out of 10 on all my customer feedback surveys over the past 8 years.
* Detected fraudulent patterns that identified an internal ring of employee thefts.
* Created and organized stores records management system which became the Seattle District’s standards.

**Education and Training**

King County Trainings in:

Oracle: *Accounting 101*, *EBS iExpense (P-Card Holder)*, *Procurement 101*

Communicating Effectively with Customers, Equity and Social Justice, Lean and Continuous Improvement

**Bachelor of Arts, Accounting,** Bellevue College**,** Bellevue, WA, 2019

**Sendy Smith** 425.488.8888 | Renton, WA 98200 | Sendy.smith@yahoo.com

**ROADS MAINTENANCE SPECIALIST**

*Solution Oriented – Pride in Finished Products – Extremely Reliable – Knowledgeable*

**SUMMARY**

Seasoned professional experienced in roads maintenance, construction, timber milling and emergency response. Track record of using machinery and tools safely. Clean driving record.

**AREAS of EXPERTISE**

|  |  |
| --- | --- |
| * Supervise Work Crews
* Install/Repair Drainage Systems
* Emergency Response
* Fire Suppression Response
* Hazardous Materials Handling and Spill Response
* Asphalt Paving and Repair
* Investigations and Citizen Response
 | * Safety Training
* First Aid Administration
* Inventory and Record Management
* Scheduling and Production Problem Analysis
* Customer Service
* Reading Blueprints
* Carpentry
 |

**EQUIPMENT and TOOLS**

|  |  |  |  |
| --- | --- | --- | --- |
| * Side Mount Slope Mowers
* Tractor Mount Mowers
* Front End Loaders
* Back Hoes and Tractor Hoes
* Vactor Trucks
 | * Aggregate Spreaders
* Grinders
* Rollers
* Forklifts Chainsaws
* 5 & 10 yard Dump Trucks
 | * Takpots
* Lasers & Transit Levels
* Skill Saws
* Pipe Saws
* Jumping Jacks
 | * Variety of Hand Tools
* Grading Tools
* Tampers
* Trenching Tools
* Weed Wackers
 |

**EXPERIENCE**

**KING COUNTY DEPARTMENT OF TRANSPORTATION, RENTON, WA** July 2012 to present

*“I could always count on Sendy to do the job right the first time. He was my “go to” person and I recommend him highly.” -- Supervisor*

Roads Maintenance Worker

Support the maintenance of over 1,500 miles of paved roadway and 180 bridges. Repair/construct bridges and guardrails; perform carpentry, pave roads; perform river restoration; dredge ponds; install/maintain drainage basins and retention/detention ponds; lay pipe; mow; control vegetation; rate roads to evaluate maintenance needs; 24 hour emergency response. Troubleshoot problems and incorporate environmentally sound practices. Respond to citizen issues and concerns.

**A & B ROOF TRUSS SUPPLY, BELLEVUE, WA** January 2000 to June 2012

*“His employees strongly respected him because he listened to their ideas and took proactive steps to keep them safe on the job.” -- Owner*

Supervisor/Sawyer

Promoted within one year to supervisor. Hired, trained, and supervised up to 11 timber mill employees to cut lumber to build roof trusses. Established safety standards that enhanced productivity while reducing serious injuries by 67% in the first year, over 95% in the second year; maintained a high safety record for remaining 3 years. Met deadlines and quotas. Prepared budgets. Monitored compliance with regulations. Investigated accidents. Ordered, received, stocked and managed all inventory.

**EDUCATION, TRAINING and CERTIFICATIONS**

* Certified: ***Fork Lift Operator, Flagger, First Aid and Defibrillation***, King County, WA
* Training in Hazardous Spill Response, Job Safety, Endangered Species Act, Critical Areas Ordinance, Fire Suppression
* Diploma, Issaquah High School, Issaquah, WA

**Charles Jones** Bellevue, WA 98023 | 206-777-1111| Charles.jones94@gmail.com

**HEAVY EQUIPMENT OPERATOR**

Military veteran experienced in safely operating forklifts, dozers, backhoes, graders, and large vehicles

**RELATED EXPERIENCE**

*King County Department of Natural Resources and Parks, Parks Division*

**Parks Maintenance Specialist** 4/2019 - Present

* Maintain multiple acres of parks, many miles of trails, and natural open space areas. Use power tools and operate tractors with fork and bucket attachment to help set up events or to improve park grounds.

*United States Marine Corps*

**Heavy Equipment Operator** 8/2012 – 9/2015

* Operated:
	+ Eight different types of diesel engine powered construction equipment with over 300 hours of operating time. Vehicles include, forklifts, dozers, backhoe, grader, and other large vehicles.
	+ John Deere’s Tram 624KR with both front loader and fork attachments, using the front loader to build berms, assist in backfilling roads, loading earth into back of dump trucks in confined spaces, picking up large boulders, and some black blading of roads.
	+ Medium Crawler Tractor 850JR by John Deere similar to a D-9 and Case 1150E Dozer to build temporary barriers and bases, backfill roads, back blading, and demolish existing roads using ripper attachment.
	+ Cat 420e backhoe to create ditches, trenches, fox holes, and assist with front loader operations along with Tram 624KR.
	+ Cat 120m grader to create quick roads and runways for foot traffic, vehicles, and aircraft then demolish the road using ripper attachment and backfilling to cover our tracks.
* Managed and maintained over $5M worth of construction vehicles, generators, and pumps.
* Planned, lead, and advised over a dozen training operations with 100% accountability and no injuries.
* Instructed Marines on how to use hand/arm signals, properly perform a 360 check on equipment, how to communicate with radio, how and when to perform preventive maintenance on equipment, how to properly operate, load/unload, and transport equipment, how to address and assess safety issues leading to a 100% passing on their license exam.
* Planned and implemented risk management for training operations with no injuries or accidents.

**EDUCATION and TRAINING**

* **Bachelor of Arts, Environmental Studies,** *University of Washington, Bothell, Washington*2020
* **Basic Engineer Equipment Operator Course (200 hours),** *Fort Leonardwood, Missouri*2013

**EMPLOYMENT HISTORY**

**Parks Maintenance Specialist**, King County Parks Division, Renton, WA 4/2019 - Present

**Courier**, FedEx Express, Seattle Station, Seattle, WA 12/2017 - 4/2019

**Training Officer,** U.S. Marine Corps 11/2015 - 11/2017

**Heavy Equipment Operator**, U. S. Marine Corps 8/2012 - 8/2015

**General Laborer,** ABC Construction, Renton, WA 1/2012 - 7/2012

**Retail Clerk,** Home Depot, Renton, WA 2/2011 – 12/2011