



## Functional Resume Information:

### Who should consider a functional resume:

- Job-seekers looking for a position for which a chronological listing would make them look “overqualified.”
- Those with gaps in their work history, such as homemakers who took time to raise and family and now wish to return to the workplace. For them, a chronological format can draw undue attention to those gaps, while a functional resume enables them to portray transferable skills attained through such activities as domestic management and volunteer work.
- Career-changers who wish to enter a field very different from what all their previous experience points to.
- College students with minimal experience and/or experience unrelated to their chosen career field.
- Those with very diverse experiences that don’t add up to a clear-cut career path.
- Job-seekers whose predominant or most relevant experience has been unpaid, such as volunteer work or college activities (coursework, class projects, extracurricular organizations, and sports).
- Military transitioners entering a different field from the work they did in the military.

### Strengths of the functional format:

- A functional resume directs a reader’s eyes to what you want him or her to notice. It helps a reader visualize what you can do instead of when and where you learned to do it.
- The functional format allows you to highlight your relevant skills in regards to the positions to which you are applying.
- It uses unpaid and non-work experience to your best advantage.
- It allows you to eliminate or subordinate work history that doesn’t support your current objective.

## Structure of a Functional Resume Format

### 1. Contact Information

Simply include your name, phone number, E-mail, and address, if you want to publicize. Your name should be the largest text on the page (20-24pt font is a safe range). If you have a personal website or a LinkedIn profile that you believe will help your case, then be sure to add it in this section.

Do not include personal information such as: gender, marital status, social security number, birth date, etc.

Jane Doe  
(123) 456-7890  
jane.doe@gmail.com

## 2. Qualifications Summary

A **Qualifications Summary** is a list of 4-6 bullet points, relevant to the position to which you are applying, displaying a range of your most impressive achievements. For those with gaps in their employment records and periods of unemployment, the Qualifications Summary is an ideal way to begin your resume and it is placed at the top of your resume, in place of the Career Objective. It is a powerful tool, designed to grasp the attention of the hiring manager. It allows you to emphasize your relevant skills. A Qualifications Summary also has the added benefit of letting you put your best traits and achievements from your work history (and educational history) right at the top of your resume.

### Example 1: Executive Secretary Qualifications Summary

EXECUTIVE SECRETARY | EFFICIENT - ORGANIZED - ATTENTIVE

- Managed 4 employees in an executive office, maintaining an atmosphere of exactness, efficiency, and attention to detail
- Designed and implemented efficiency programs aimed at streamlining direct office services, saving \$150,000 per year in labor costs
- Analyzed and condensed incoming data from various clients and customers, writing 1,500 word reports twice a week for our CEO
- Organized company outings, dinners, and retreats, increasing company satisfaction by 9% according to our yearly employee satisfaction survey
- Earned the 2013 “Outstanding Achievement Award” in a company of 200+ people

### Example 2: Waiter Qualifications Summary

WAITER | CHARISMATIC - EFFICIENT - KNOWLEDGABLE

- Managed a 3 table section totaling 25 seats in a fast-paced Italian diner, requiring quick thinking, efficient planning, and strong people skills
- Leveraged a depth and breadth of wine knowledge to up-sell \$150 in wine sales nightly on average, by explaining to customers ideal wine and entree pairings.
- Consistently received 5 star reviews from an online rating system, with accompanying praising comments about my service
- Alleviated customer disputes throughout the restaurant with strong communication and listening skills
- Earned “Employee of the Month” six times in two years

## 3. Relevant Skills

Similar to a combination resume format, the candidate’s skills are more important than their work history in a functional format.

The key to the skills section for a functional format is to first **choose at least three skills that are applicable to the job you are applying for**. For each skill, come up with 3-4 bullet points that help provide evidence of your abilities.

Remember that adding numbers to your resume instills confidence in the employer that are able to fulfill the requirements of the position. **Aim to include at least one quantified bullet point for each skill** and you will be sure to catch the attention of the hiring manager.

Example:

### Writing and Editing

- Authored over 3 articles on dictation practices, published in the Journal of Professional Dictation Specialists.
- Drafted procedural manuals and job descriptions for the medical records department.
- Provided editing/proofreading services to the Master's Degree students at the local University.

### Organizational

- Researched over 100 dictation systems available, evaluated each according to criteria and made recommendations to my department director.
- Coordinated installation of work processing network and digital dictation system. Worked effectively with seven departments to meet deadlines.
- Organized all aspects of a Transcription and Dictation Systems symposium for 350 people.

### Clerical

- Transcribed hundreds of detailed medical reports with 95% accuracy. Edited sentence structure to clarify meaning and protect the organization from litigation.
- Increased word processing productivity by 60% by creating macros and using customized abbreviation software.

## 4. Professional Experience (dates optional)

### *Missing Work Experience Tip: Label Your Period of Unemployment*

If you have gaps where you were unemployed and have legitimate reason(s) for being unemployed, it is best to account for that time.

See the examples below to label your period of unemployment:

- Full-Time Student
- Full-Time Parent
- Adventure Travel (or Travels to...)
- Independent Study
- Family Management (or Home Management)
- Personal Travel

## 5. Education (can also be #4)

For a functional style, the Education section is all about the basics. Unless your educational experience directly relates to the job you are applying for then all you need to include is the name of the university or organization, city and state, the degree you received, date you graduated, and your GPA (if worth noting).

Example:

- **University of California Santa Cruz, Santa Cruz, CA**  
B. A. - Business Management, 2005                      3.4 G.P.A
- **Cabrillo College, Aptos, CA**  
A.A. - Liberal Arts, 2003                                      3.8 G.P.A

**\*\*\*See the following pages for complete resume examples\*\***

## EXAMPLE 1: Executive Assistant

*Motivated professional with an established and diversified skill set that draws upon many years as an executive assistant, business owner and sales manager.*

**PROFILE:** Strong achiever with results oriented perspective. Proven sales success. Adept at working in a fast-paced environment. Strong interpersonal communicator. Poised, confident and diplomatic. Motivated by challenges and working as a team player. Competent working on multiple projects concurrently, both independently and with all levels of staff. Detail oriented, thorough and conscientious with strong work ethic. Experienced in planning and coordinating special events. Consistently maintains high standards and produces accurate finished work product. Operates with integrity and consistency of follow through.

### **SOLID COMPETENCIES AND DEMONSTRATED SUCCESS IN THE FOLLOWING AREAS:**

Executive Support / Office Management – 10 years

Sales / Marketing – 3 years

Customer Service – 5 years

Event Planning/Logistics – 12 years

Project Coordination – 7 years

Writing / Editing – 2 years

### **PROFESSIONAL EXPERIENCE**

**Business Owner:** Created, established and operated Aromas Floral Company. Integrated 40-acre flower field operations into shipping business with national wholesale distribution. Supervised all aspects of business with 15 employees and sales of \$2 million.

**Sales/Marketing/Customer Service:** Successfully served as National Sales Rep with annual sales over \$1 million. Maintained and serviced existing client base. Established new clients through referrals and cold calling. Developed new sales and purchasing strategies as well as new administrative and web-based systems to improve customer service and interface with more customers. Initiated systems that improved production, shipping and warehouse operations. Coordinated trade shows and marketing events.

**Executive Support:** Provide administrative support to owner by ensuring daily operations of office are run efficiently and professionally. Implemented administrative systems and procedures. Responsible for all correspondence and promotion, telephone support, calendar management, coordination of meetings, conferences and travel.

**Non-Profit Management:** Provided administrative, organizational and creative support to executive director and board of trustees. Developed and produced promotional brochures and publications, including newsletter writing and production, reports, press releases and interfaced with media. Managed membership development and special events coordination. Assisted in grant writing and all levels of fundraising. Responsible for agendas, transcription and distribution of minutes from board meetings. Performed daily financial and banking matters, including trust and endowment accounts.

### **EMPLOYMENT HISTORY**

EXECUTIVE ASSISTANT, Private Capital Groups, Aptos, CA	Sept 2011 – Present
SALES, Camflor, Watsonville, CA	April 2009 – Dec 2009
SALES, Americal Floral, Watsonville, CA	Mar 2002 – Mar 2009
OWNER, Aromas Floral Company, Watsonville, CA	May 1997 – Feb 2002
EXECUTIVE ASSISTANT, The Big Sur Land Trust, Carmel, CA	Jan 1989 – May 1997
OUTREACH DIRECTOR, Pacific Whale Foundation, Maui, Hawaii	July 1983 – Dec 1988

**EDUCATION**

**Bachelor of Arts:** Communications

Marquette University, Milwaukee, WI

## EXAMPLE 2: Bookkeeper

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### Objective: Bookkeeper

#### Personal Qualifications

- Experienced in Microsoft Office (Word, Excel, Outlook and PowerPoint), QuickBooks, Allegiance (software for nonprofit radio stations), 10-key and standard office equipment
- Excellent problem solving and organizational skills
- Strong oral and written skills, excellent on the phone or in person
- Flexible, able to change pace and assume new tasks and assignments, as well as handle the unexpected
- Ability to transfer skills from one setting to another
- Upbeat, positive team player
- Current volunteer at the Information Desk, Monterey Bay Aquarium

#### Education & Training

<b>Medical Front Office</b> – Shoreline Workforce Development Services	Santa Cruz, CA
<b>Office Applications</b> – The Spot Computer Software Training Center	Capitola, CA
<b>Dietary Supervisor Certificate</b> – Cabrillo Community College	Aptos, CA
<b>B.A. Home Economics</b> – San Jose State University	San Jose, CA

#### Relevant Experience:

##### Organizational Skills

- Performed basic bookkeeping and cashiering, reconciling and balancing daily, made bank deposits and processed revenue using a computerized cash receipting system. Experience with A/R and A/P, and reports.
- Entered and maintained accurate information for payroll records, tax updates, time sheets, donor database accounts payable and receivable, cash and trade underwriting records, general ledger and banking and address and credit card updates for donors. Prepared payroll reports.
- Generated invoices for underwriting patrons, billing statements, thank you letters for donors, department reports, renewal mailings, and employee payroll, payroll tax, and benefit program documents and reports.
- Scheduled events, school tours, shipping and receiving for museum exhibits and responsible for follow-up confirmations and mailings.
- Planned and set-up of on-site and off-site meetings and community special events, such as annual Fungus Fair, that attracted up to 4,500 participants.
- Updated member information for non-profit radio station. Generated billings, thank-you notes and other correspondence using Allegiance, Excel and Mail Merge.

##### Customer Service

- Assisted station members with payments, questions and benefits associated with their KUSP memberships.
- Processed accounts receivable payments, assisted customers making payments in person and on phone including water payments, business licenses, taxes and fees using detailed computer entry process.
- Established and maintained excellent relationships with staff, customers and vendors.
- Assisted guests with orders, reservations and retail sales.

## Work History

- **Bookkeeping and Member Services Administrator** Feb 2012 – July 2014  
KUSP 88.9 Central Coast Radio, Santa Cruz
- **Counter Sales/Bookkeeping** Apr 2011 – Feb 2012  
Gayle's Bakery, Capitola
- **Administrative Assistant II / Account Clerk** Apr 2006– May 2010  
City of Santa Cruz, Santa Cruz
- **Office Manager/Retail Manager** May 2005 – May 2006  
Aldo's Bakery, Soquel
- **Cafeteria Operations Manager** May 1994 – May 2004  
Santa Cruz City Schools, Santa Cruz



## EXAMPLE 3: (Hospitality Background)

**Objective:** To pursue a full-time position for mutual benefit, growth and success.

### **Administrative/Office Experience:**

- Processed credit verifications and provided account status to clients.
- Verified work completed by funding client, approved funding dollar amount and initiated billing and collections for accounts receivable.
- Handled all accounts receivable, and verified the reports from team members to ensure there were no discrepancies.
- Reconciled and deposited accounts receivable checks from clients for three Bay Area offices, and then forwarded all documentation to headquarters.
- Worked closely with funding clients to resolve any accounts receivable discrepancies and took the initiative to ensure completion.

### **Restaurant Management Experience:**

- Responsible for shift scheduling/emergency rescheduling for restaurant staff to ensure proper coverage.
- Prepare daily change drawers for each upcoming shift lead.
- Maintain stock levels. Take weekly inventory, place orders with distributors, and manage all accounts.
- Manage accounts payable, employee payroll, and end-of-month spreadsheets regarding income and expenses. Also handle weekly bank money exchanges, as well as all other bookkeeping needs.
- Attend weekly meeting with the owner to discuss finances and upcoming events.
- Recruit and hire all staff, provide constructive feedback to employees, and manage necessary terminations of bar staff.
- Take immediate corrective action whenever necessary to maintain safety and maximize enjoyment for all patrons and bar staff.
- Responsible for scheduling and coordinating on-site special events.

### **Technical Knowledge:**

- Familiar with both PCs and Macs
- Microsoft Word and Excel
- Lotus Spreadsheet
- Quick Books
- Multiline phone systems

### **Work History:**

<b>Manager/Bartender, Henfling's Tavern Bar &amp; Grill, Ben Lomond, CA</b>	<b>06/05 - 08/14</b>
<b>Manager/Bartender, The Boulevard Tavern, Los Gatos, CA</b>	<b>10/01 - 06/06</b>
<b>Executive Administrative Assistant, Riviera Finance, Santa Clara, CA</b>	<b>09/98 - 11/00</b>

## EXAMPLE 4: (Teacher)

**Summary:** Administrative professional with strong organizational, communication, and technical skills.

**Profile:** Highly capable, organized, and extremely motivated administrative professional with over 10+ years of experience in diverse businesses. Friendly professional able to establish long-term positive relationships. Skilled in working independently and with enthusiasm; team player.

### **Administrative/Office Experience:**

- Proficient in the use of Microsoft Word, PowerPoint, Excel and Outlook
- Created and maintained accurate, complete, appropriate digital and analog filing systems
- Created and managed systems for tracking large amounts of data using desktop and online productivity software programs
- Created and maintained spreadsheets using advanced Excel functions to develop reports and lists
- Coordinated and executed long-term planning for materials, scheduling, guest speakers, meetings, and specials events
- Prepared and distributed agendas, chaired and recorded minutes for small and large meetings
- Provided secretarial/receptionist support by entering, formatting, and printing information; organizing work; answering the telephone; relaying messages with excellent customer service
- Handled high volumes of customer inquiries with friendliness and professionalism, including screening and directing calls, educating clients, and scheduling appointments as needed.
- Purchased and maintained inventories of office supplies and promotional materials while maintaining budget funds accordingly
- Coordinated the maintenance of all equipment

### **Human Resources**

- Assisted Human Resources Manager in reviewing, processing, and data entry of documents for new hires
- Welcomed new employees to the office by providing one-on-one orientation
- Provide group training to new staff in company computer processes and procedures
- Maintained employee information by entering and updating employment and status-change data

### **Communication/Leadership**

- Researched, gathered data, and developed and executed presentations for small and large groups
- Facilitated understanding of complex and basic concepts one on one, as a small group, or through large group discussions
- Supervised individuals, small and large groups and analyzed performance ability in order to assign appropriate responsibilities
- Coordinated communication and meetings between a variety of staff members and participants
- Communicate proactively with coworkers and teammates towards a common purpose
- Developed long and short term informative presentation pieces
- Facilitated small and large group activities

## Medical Front Office/Coding and Billing/Scheduling

- Used coded data to produce and submit claims to insurance companies
- Communicated with the insurance company, healthcare provider, and patient to get a claim processed and paid
- Reviewed and appealed unpaid and denied claims; verified patients' insurance coverage; answered patients' billing questions; and handled collections on unpaid accounts
- Understanding of medical terms and plans and medical terminology (front office)
- Verified eligibility and insurance benefits
- Provided patient arrival, check-in, and departure in a timely manner
- Filed medical office forms and medical records
- Knowledge of HIPAA Privacy and Confidentiality requirements
- Performed medical Insurance billing using CPT, ICD9 and ICD10 Coding

## Work History

Educator, Boulder Creek Elementary, Boulder Creek, CA	08/14 - 05/15
Educator, Radcliff Elementary, Watsonville, CA	03/12 - 05/14
Educator, San Lorenzo Valley Elementary, Felton, CA	08/11 - 12/11
Patient Account Rep, Palo Alto Med. Fdn. Business Office, Santa Cruz, CA	03/09 - 03/10
Academic Coordinator, Making Waves Educational Program, San Francisco, CA	10/06 - 10/07
Legal Admin. Assistant, Younassi and Laam Law, South San Francisco, CA	04/06 - 10/06
Administrative/H.R. Assistant, Keller Williams Realty, Berkeley, CA	04/05 - 04/06
Center Coordinator, Sutter Center for Integrative Health, Davis, CA	02/01 - 05/03
Patient Service Representative, Sutter Medical Foundation, Davis, CA	02/01 - 05/05
Head Cashier/Supervisor, Davis Food Co-op, Davis, CA	04/98 - 01/01