



Combination Resume Sample— No Paid-Work Experience

SHIRLEY I. QUALIFY

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SUMMARY

Dependable General Office Worker with more than 10 years of transferable experience. Proven clerical, customer service and communication skills in a variety of settings. Upbeat, positive attitude with a history of producing quality results and satisfied customers. Computer literate.

SELECTED SKILLS

General Office

- Organized and implemented group activities in an efficient manner
- Scheduled appointments and assured timely arrival
- Maintained accurate financial records and paid all invoices on time
- Answered phones and took accurate messages
- Prepared reports and created documents using MS Word and WordPerfect
- Located desired information using the Internet

Customer Service

- Welcomed customers and visitors in a friendly and courteous manner
- Provided customers and clients with desired information in a timely manner
- Listened, calmed and assisted customers with concerns
- Established friendly and lasting relationships

Communication

- Utilized Internet email as an effective communication tool
- Answered phones in a courteous and professional manner
- Established rapport with diverse individuals and groups
- Demonstrated ability to express ideas in a team environment and influence action

RELATED VOLUNTEER EXPERIENCE

General Office Volunteer	Salvation Army— St. Paul, MN	5 Years
Elected Secretary	Parent Teachers Association (ISD 11)— Anoka, MN	5 Years
Event Coordinator	Neighborhood Involvement Program— St. Paul, MN	3 Years
Group Activities Leader	Girl Scouts of America— St. Paul, MN	4 Years
Family Manager	Self-employed— A noka, MN	7 Years

EDUCATION

GED: Ramsey Action Program— St. Paul, MN

