

SEVEN Important Items to Include in Your Resume

1 → **JENNIFER A. LEWIS**
4552 West Rosewood
San Francisco, California 96212
415-465-5543

CAREER OBJECTIVE
I am seeking a position as an executive secretary where I can use my office management training and my data and word processing skills to assist a company executive with coordination tasks.

SKILLS AND ABILITIES
Word Processing and Data Processing Skills. Proficient with WordPerfect 5.1, Lotus 1-2-3, dBase and familiar with several other popular software packages. Basic desktop publishing skills using PageMaker.
Communication Skills. Able to coordinate the work of several people and lead work teams.

EDUCATION
Carver Community College. A.A. degree in Office Management, May 1992.
Jefferson High School. Graduated in 1988. Office education emphasis.

EXPERIENCE
Rodgers Insurance. Started as a clerk-typist in 1988. After six months, was promoted to a secretarial position serving six agents in a busy office setting. In addition to secretarial duties, I handled customer problems on the phone. After a year, I assisted the office manager by evaluating clerical work load and distributing assignments. I left the company in 1990 to further my education.
Clinical Associates. As a student intern from 1991 to 1992 in this busy dermatology practice, I had to quickly learn different policies of a wide variety of health insurance companies in order to effectively process claims on behalf of patients. From time to time, checked in patients at the front desk and handled patient communications on the phone.
Other Experience. During high school, I worked at a fast food restaurant from 1986 to 1988. Currently I am listed with two temporary employment services. I have had long-term assignments with an engineering firm and a not-for-profit agency.

MEMBERSHIPS AND ACHIEVEMENTS
Student Office Management Association. From 1991-1992, served as president of this college organization for students in the business field.
Carver Community College Scholastic Honor Society. Elected to the society in 1992 with a grade point average of 3.68 and achievement in extracurricular activities.

OTHER INFORMATION
I may have a temporary secretarial position during daytime hours. To reach me, please leave a message on my telephone answering machine.

2 The name, address and telephone number appear at the top.

3 The next important item is the "Career Objective."

4 We put "Skills and Abilities" here, because we thought they were more important to the manager, and more impressive.

5 "Education" was the applicant's next best asset.

6 Since our applicant is fairly new to the field, we put her "Experience" here.

7 "Memberships and Achievements" are a plus for this applicant, so we decided to include them.

"Other Information" in this case includes how the applicant can be reached to schedule an interview.